HEAVENS ELEVEN FC

Child Protection Policy

What To Do If You Witness Inappropriate Conduct
Provides an Environment that Supports Participants' Physical & Emotional Safety
(Free of Bullying, Harassment & Discrimination)
Provided to Parents, Coaches & Team Personnel

In Accordance with Ontario Soccer, Canada Soccer Safe Sport,
Canada Soccer Code of Conduct and Ethics & Ontario Law

Effective: November 15, 2026 | Review: Annually | Applies to: all parents/guardians, coaches, assistant coaches, managers, trainers, board members, volunteers, referees, chaperones, and team personnel

Heavens Eleven FC exists so children can love soccer, belong, and grow in confidence — safely. Heavens Eleven FC provides an environment that supports participants' physical and emotional safety, free of bullying, harassment, discrimination, and exploitation, in accordance with Ontario Soccer, Canada Soccer Safe Sport, the Canada Soccer Code of Conduct and Ethics, and Ontario law. Every child has the right to an environment free from abuse, neglect, bullying, harassment, discrimination, and exploitation. Safety comes before winning, reputation, or any game.

This Policy is part of Canada Soccer's Club Licensing safeguarding requirements, which require every club to have: (i) a Code of Conduct to Protect Children, (ii) Guidelines for Appropriate/Inappropriate Conduct between Adults/Adolescents and Children, and (iii) a policy and procedure, provided to parents and Persons in Authority, that outlines what to do if inappropriate conduct is witnessed. This document is (iii). It is read together with (i) and (ii).

1. Who This Policy Is For — And How It Is Provided

This Policy is provided to — and must be read, understood, and signed by — all of the following before they take part in any Club activity:

- **Parents:** Parents / guardians of every registered player (at registration and at the start of each season).

- **Coaches:** Coaches, assistant coaches, managers, trainers, and team officials (before rostering, and at annual coach onboarding).
- **Team Personnel:** Team personnel: volunteers, chaperones, drivers in a Club capacity, first-aid / medical staff, referees assigned to Club activities, board members, and any other Person in Authority.
- **Adolescent Leaders:** Adolescent leaders (junior coaches, mentors, referees, captains) — in age-appropriate form, with a parent/guardian also receiving and signing.

Distribution: posted on the Club website / TeamSnap, emailed at registration, handed out in print at the first team meeting, and kept on file by the Club Registrar / Safe Sport Lead. A signed Acknowledgment (Section 10) is a condition of registration, rostering, volunteering, coaching, or attending Club activities. No signed acknowledgment = no participation in a position of trust.

Language: if a parent, coach, or team member needs this Policy explained in another language or format, the Club will provide a plain-language / translated summary and a verbal briefing. Lack of understanding is never a reason not to report.

2. Definitions

- • Child: anyone under 18. A vulnerable person also includes any player who, because of age, disability, or circumstance, may be at greater risk.
- • Person in Authority: any screened adult in a position of trust — coach, manager, trainer, board member, volunteer, chaperone, referee, or other adult a child depends on.
- • Inappropriate conduct: any behaviour that violates the Club Code of Conduct to Protect Children, the Guidelines for Appropriate/Inappropriate Conduct, the Canada Soccer Code of Conduct and Ethics, or the UCCMS — including, but not limited to, abuse, sexual misconduct, grooming, bullying, harassment, hazing, discrimination, boundary violations, Rule of Two breaches, and failure to report.
- • Witness: you saw it, heard it, were told about it by a child or another person, or saw it in a message, photo, video, or social media post. You do NOT need to have seen it first-hand to have a duty to report.
- • Good-faith report: a report made honestly because you are concerned, even if it later turns out to be unfounded. Good-faith reporters are protected. Deliberately false reports are themselves a breach.

3. Our Commitments

- Child-centred: decisions are made in the best interests of the child, not the team, coach, parent, or Club.
- Open & observable: all interactions with children are transparent, observable, and interruptible — the Rule of Two applies at all times.
- Zero tolerance for abuse, sexual misconduct, grooming, bullying, harassment, and retaliation.
- Duty to report: everyone — not just coaches — has a legal and Club duty to report suspected child abuse or neglect.
- Confidentiality: reports are shared only with those who need to know to keep a child safe and to investigate.
- No investigation by bystanders: only CAS/police and the designated independent body investigate abuse. The Club's role is immediate safety, eligibility, and compliance — never its own abuse investigation.

What is NOT acceptable, even if framed as “joking,” “toughening up,” or “tradition”: teasing about body, ability, race, gender, disability, or family; singling out a player in front of the team; benching a player to punish a parent; “rookie” tasks, dares, or initiation; group chats used to mock or exclude; or sideline shouting, swearing, or abuse of players, officials, or opponents.

- • To know who to tell — Safe Sport Lead, coach, manager, parent/guardian, or Kids Help Phone (1-800-668-6868 / text 686868) — and to be supported for telling.
- • To play, learn, and make mistakes without fear of humiliation, punishment, or exclusion.
- • To be listened to and believed when they say they feel unsafe, uncomfortable, bullied, or excluded.
- • To be treated fairly, with dignity, and with respect for who they are.

What participants can expect:

If the Club learns that a participant does not feel safe — physically or emotionally — the Club must act, even if no formal complaint has been made. Waiting for a complaint is not enough.

- **8. No exceptions:** Hold everyone to the same standard: players, coaches, managers, trainers, volunteers, parents/guardians, spectators, and officials. No one — including a top player, winning coach, or Club leader — is exempt.
- **7. Supervise:** Supervise high-risk moments: practices, games, travel, change rooms, sidelines, team chats, and virtual sessions — including parent/spectator behaviour on the sideline.
- **6. Safe reporting:** Make reporting easy and safe: publish the Safe Sport Lead’s name and contact, accept anonymous reports, protect good-faith reporters from retaliation, and act the same day on any concern.
- **5. Emotional safety & belonging:** Protect emotional safety: welcome every child, learn and use their name and pronouns correctly, adapt to different abilities and needs, give every player a fair opportunity to play and develop, and intervene the moment you see exclusion, teasing, or a child being left out.
- **4. Physical safety:** Protect physical safety: age-appropriate training, safe equipment and fields, first-aid kit and Emergency Action Plan at every session, concussion protocol under Rowan’s Law, and medical / allergy information available to the designated first-aid person.
- **3. Respectful coaching:** Use inclusive, respectful, age-appropriate language and coaching. Praise effort and learning, correct behaviour without shaming, and never use playing time, position, or selection to punish, reward loyalty, or control a child or parent.
- **2. Rule of Two:** Apply the Rule of Two at all times — all interactions open, observable, and justifiable. No adult alone with a child except in a medical emergency.
- **1. Screen & train:** Screen every adult in a position of trust (Vulnerable Sector Check, Respect in Soccer, Safe Sport training) before they work with youth — no exceptions.

What the Club must do to provide that environment:

- **Hazing:** Hazing and initiation rituals — any activity that humiliates, endangers, or degrades a player to “earn” a place on a team.
- **Abuse / neglect / exploitation:** Abuse, neglect, and exploitation — physical, sexual, emotional/psychological abuse, neglect, grooming, or any misuse of a position of trust.
- **Discrimination:** Discrimination — unfair treatment, exclusion, or demeaning conduct based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender

identity/expression, age, marital/family status, disability, or socio-economic status — protected grounds under the Ontario Human Rights Code.

- **Harassment:** Harassment — unwelcome comment or conduct that is offensive, abusive, racist, sexist, degrading, or malicious, including sexual harassment.
- **Bullying:** Bullying — repeated or single serious acts of intimidation, exclusion, teasing, mocking, rumour-spreading, or cyberbullying, in person or online.

Heavens Eleven FC provides an environment that supports participants' physical and emotional safety. This is not a slogan — it is a Club obligation, and a condition of participation for every adult, adolescent leader, and player. In accordance with Ontario Soccer, Canada Soccer Safe Sport, and the Canada Soccer Code of Conduct and Ethics, every participant has the right to take part in soccer free from:

3A. Safe Environment — Physical & Emotional Safety for Every Participant

4. What Counts as Inappropriate Conduct — Examples

Witnessing any of the following means you must act under Section 5:

- **Abuse:** Physical abuse, sexual abuse, emotional/psychological abuse, neglect, or exposure to family violence — or a child disclosing any of these.
- **Sexual misconduct:** Sexual comments, touching, exposure, sharing sexual material, solicitation, or any sexual/romantic relationship between an adult in trust and a youth player under 18.
- **Grooming:** Grooming: special, secret, or overly personal relationship — gifts, favours, secrets, private contact, isolating a child.
- **Boundary violations:** Rule of Two breaches: adult alone with a child in a car, change room, hotel room, meeting room, or on a 1-to-1 call/message.
- **Bullying / harassment:** Bullying, harassment, hazing, initiation rituals, discrimination, intimidation, threats, humiliation, or shaming.
- **Punishment:** Physical punishment, excessive exercise as punishment, withholding water/food, denying bathroom breaks.
- **Substances:** Alcohol, cannabis, vaping, tobacco, or illegal drugs at youth activities, in Club vehicles, or while supervising children.
- **Retaliation / failure to report:** Discouraging reporting, retaliating against a reporter, or failing to report a known or suspected concern.

If you are unsure whether what you saw is "inappropriate" or "illegal," treat it as reportable and ask — do not wait, do not investigate, and do not decide for yourself that it was "probably nothing."

5. WHAT TO DO IF YOU WITNESS INAPPROPRIATE CONDUCT — Step by Step

Follow these steps in order. You may need to do more than one on the same day.

Step 1 — Make the child safe. Stay calm. (Immediately)

- If a child is in immediate danger, call 911.

- Move the child to a safe, visible area with another adult present. Do not leave the child alone with the person whose conduct concerned you.
- Do not confront, accuse, or physically intervene in a way that puts you or the child at further risk. If safe to do so, calmly interrupt the behaviour ("That's not how we speak to players here — let's stop").
- Reassure the child: "You did the right thing telling me / I believe you / I will help keep you safe." Do not promise secrecy.

Step 2 — If a child discloses abuse or a concern to you (Listen, don't investigate)

- Listen without judgment. Let the child use their own words. Do not ask leading, detailed, or repeated questions.
- Do NOT ask the child to show you injuries, re-tell the story to others, or confront the alleged person.
- Write down, as soon as possible, exactly what the child said/did, in their words where possible, plus date, time, location, and who was present. Do not add your interpretation.
- Tell the child what will happen next in simple terms: "I need to tell someone whose job it is to keep children safe."

Step 3 — Report suspected child abuse/neglect DIRECTLY to Children's Aid Society (CAS) — Same Day

YES — Heavens Eleven FC requires it. In accordance with Ontario Soccer / Canada Soccer, all allegations or suspicions of potentially illegal behaviour — including any suspicion of child abuse, sexual abuse, sexual misconduct, or exploitation — must be promptly reported to law enforcement and/or child welfare (Children's Aid Society). Do not choose only one and wait. When in doubt, report to BOTH. In Ontario, EVERYONE also has a legal duty to report under the Child, Youth and Family Services Act, 2017, s.125: if you have reasonable grounds to suspect a child is in need of protection, you must report directly to CAS. For persons who work with children (coaches, trainers, volunteers), this duty is a special, professional duty — you cannot delegate it to the Club, a coach, or a parent, and you must report even if you think someone else already has.

- Call Peel Children's Aid Society (for Brampton): 905-363-6131, 24 hours. If the child lives elsewhere, call that region's CAS.
- Report what you observed/heard — facts only. CAS will decide what to do next.
- Report to law enforcement: if you suspect potentially illegal behaviour, call Peel Regional Police (non-emergency: 905-453-3311; emergency: 911 if a child is in immediate danger). If you have knowledge of a criminal act committed against a child, contact police. CAS and police work together — CAS may involve police, and police may involve CAS — but you must not rely on one agency to notify the other. Your duty is to report to both where the conduct may be illegal.
- You do not need proof. Reasonable grounds to suspect is enough.

Law Enforcement Reporting — Summary: Any suspicion of child abuse = report to CAS (mandatory under CYFSA s.125). Any suspicion of potentially illegal behaviour (including child sexual abuse) = report promptly to law enforcement AND/OR CAS. Immediate danger = call 911. Knowledge of a criminal act against a child = contact police. Do not delay reporting to one agency while waiting for the other, and do not let a Club report replace a CAS/police report.

Step 4 — Report to the Club the SAME DAY

- Notify the Heavens Eleven FC Safe Sport Lead / Club President in writing (email/text), or verbally followed by writing within 24 hours.
- If the concern is about the Safe Sport Lead, the President, or a person close to them, report instead to the other of those two, or directly to Ontario Soccer / Abuse-Free Sport (see Step 5). Never let a conflict of interest block a report.
- Use the Club Incident Report Form (Appendix A). Include: date/time/location, who was involved, what you saw/heard (facts), who else was present, what you did, and any CAS/police report reference.
- The Club will apply interim safety measures immediately — e.g., reassignment, supervised contact, or suspension — pending external investigation. Interim measures are not a finding of guilt.

Step 5 — Report to Ontario Soccer / Canada Soccer / Abuse-Free Sport where required

- The Club will notify Ontario Soccer / Canada Soccer / Abuse-Free Sport as required by their policies, and will cooperate fully.
- You may also report directly, especially if you are not satisfied the Club has acted, or if the concern involves Club leadership: Ontario Soccer Safe Sport (via ontariosoccer.net), Abuse-Free Sport Helpline 1-888-837-7678, and for sexual images shared online, Cybertip.ca.
- Do not wait for the Club to finish its process before reporting to CAS/police. External reports come first.

Step 6 — What NOT to do

- Do NOT investigate, interview the child in detail, interview the alleged person, or try to "find out what really happened."
- Do NOT confront the alleged person in front of the child, or tell the alleged person what the child said.
- Do NOT share the allegation with other parents, players, or on social media / group chats. Gossip can harm the child and compromise an investigation.
- Do NOT promise the child you will keep it secret, and do NOT ask the child to keep it secret from a parent.
- Do NOT delay because you are unsure, because the person is popular / a good coach, or because you fear being wrong. Good-faith reports are protected.

6. What To Do — By Role

If you are a…	You must…	You must NOT…
Parent / Guardian	Ensure your child is safe; report suspected abuse directly to CAS + Club same day; support your child, believe them, keep notes; cooperate with CAS/police/Club	Investigate, confront the alleged person, share the allegation in parent chats, or withdraw your child silently without reporting
Coach / Team Personnel	Make the child safe; report to CAS + Safe Sport Lead same day; follow interim measures; keep the report confidential; cooperate fully	Investigate, interview the child, decide the allegation is "not serious," protect a colleague, or retaliate
Team Manager / Volunteer / Chaperone	Same as coach: ensure safety, report to CAS + Club, document facts, stay with the child in a visible area with another adult	Leave a child alone with the person of concern, or handle it "within the team"

Adolescent Leader (junior coach / captain)	Tell a screened adult immediately; stay with the younger child in a visible area if safe; do not try to handle it yourself	Investigate, confront an adult, keep a secret for a friend, or share it on social media
Player (child/youth)	Tell a trusted adult — parent, coach, Safe Sport Lead, teacher — right away. You will be believed and supported. You can also tell Kids Help Phone: 1-800-668-6868 / text 686868	Keep it secret, blame yourself, or try to fix it alone
Spectator / Other Adult	If you see inappropriate conduct at a game/practice, tell the coach/manager or Safe Sport Lead that day; if a child is at risk, call 911 / CAS	Ignore it because "it's not my team," film it for social media, or shout at / confront the person on the field

7. After You Report — What Happens Next

- **1.** The Club acknowledges your report within 24 hours (unless CAS/police ask the Club not to contact you yet).
- **2.** Immediate safety: interim measures are put in place to protect the child (e.g., the person of concern is removed from contact with youth pending investigation).
- **3.** External investigation: only CAS/police and the designated independent body (Ontario Soccer / Canada Soccer / Abuse-Free Sport) investigate abuse. The Club does not run its own abuse investigation and must not interfere with an external one.
- **4.** Club review: the Club reviews only immediate safety, eligibility, and compliance with Club policies, and applies discipline under Section 8 once external authorities advise it may proceed.
- **5.** Support: the child and family are offered support and information about Kids Help Phone, CAS, and community resources. The reporter is told, as far as confidentiality allows, that the report was received and acted on.
- **6.** Records: reports, notes, and outcomes are stored securely, confidentially, and separately from team files, accessible only to the Safe Sport Lead / President and those required by law or policy.

Timeline: CAS/police reports are same-day. Club reports are same-day (written within 24 hours). For non-abuse bullying/harassment/Code breaches, report to the Safe Sport Lead within 24 hours. Anonymous reports are accepted and will be acted on, though anonymous reports may limit what the Club can investigate.

8. Confidentiality, Protection from Retaliation & False Reports

- Reports are kept as confidential as possible — shared only with CAS/police, Ontario Soccer / Canada Soccer / Abuse-Free Sport, and Club leaders who need to know to keep a child safe.
- Retaliation against anyone who reports in good faith — including a child, parent, coach, or volunteer — is prohibited and will itself be disciplined, up to removal. This includes benching a player, cutting playing time, excluding a parent, or spreading rumours about a reporter.
- Good-faith reports are protected even if the concern is not substantiated. Deliberately false / malicious reports are a serious breach and will be disciplined.

- No one may be punished for reporting to CAS/police, even if the Club disagrees with the report.

9. Prevention — What the Club Does So Reports Are Rare

- Screening: Vulnerable Sector Check + Criminal Record Check for all team officials / volunteers 18+ in contact with youth (max 3 years), Respect in Soccer, Safe Sport training, Rowan's Law concussion review, and Ontario Soccer / Canada Soccer certification. No adult works with youth until screening is complete and on file.
- Rule of Two: two screened adults (or one screened adult + parent/guardian) present and able to observe/interrupt, at all times, in person and online.
- Training: annual safeguarding briefing for parents, coaches, and team personnel using this Policy + the Guidelines. New coaches complete training before the season.
- Supervision: Board / Safe Sport Lead spot-checks practices, travel, change-room supervision, and team communications.
- Clear roles: every team has a named Safe Sport Lead contact, a Team Liaison / bench parent, and a published reporting path — no one should ever wonder "who do I tell?"

10. Acknowledgment — Provided To & Signed By Parents, Coaches & Team Personnel

By signing, I confirm: (1) I received this Child Protection Policy, (2) I have read / had it explained to me and understand it, (3) I understand my duty to report any suspicion of child abuse or potentially illegal behaviour promptly to law enforcement and/or Children's Aid Society, and to the Club, (4) I will help provide an environment that supports participants' physical and emotional safety, free of bullying, harassment, discrimination, and exploitation, (5) I agree to follow this Policy, the Club Code of Conduct to Protect Children & Youth, the Guidelines for Appropriate/Inappropriate Conduct, and the Canada Soccer Code of Conduct and Ethics, and (6) I understand failure to follow them may result in discipline up to removal and referral to Ontario Soccer / Canada Soccer / Abuse-Free Sport, CAS, and/or police.

Full Name (print)	**Role — Parent / Coach / Manager / Volunteer / Other**	**Signature**	**Date**

For players under 18, a parent/guardian must also sign:

Parent/Guardian Name: _____ Signature: _____ Date: _____

Team: _____ Division: _____

Appendix A — Incident Report Form (What to Write Down)

Complete as soon as possible after witnessing / learning of the concern. Stick to facts. Attach extra pages if needed.

Date & time of incident:

Location (field, change room, travel, online — platform):

Child(ren) involved (name, age, team) — if known:

Person(s) whose conduct concerned you (name, role):

What you saw / heard — facts only, in order (use the child's words if they disclosed):

Who else was present / witnessed it:

What you did immediately (who you told, child safety steps):

CAS / police report made? ☐ Yes ☐ No — CAS worker / police officer name & reference #:

Club report made to (Safe Sport Lead / President) — name & date/time:

Your name, role, phone/email, signature & date:

Submit to: Safe Sport Lead [Club to insert name, phone, email] • Club President [Club to insert name, phone, email] • Keep a copy for yourself.

Appendix B — Key Contacts [Club to complete before distribution]

- Emergency: 911
- Peel Children's Aid Society (Brampton): 905-363-6131 (24h) • If the child lives elsewhere, call that region's CAS
- Peel Regional Police (non-emergency): 905-453-3311
- Heavens Eleven FC Safe Sport Lead: [name, phone, email]
- Heavens Eleven FC President: [name, phone, email]
- Ontario Soccer Safe Sport: via ontariosoccer.net
- Abuse-Free Sport Helpline: 1-888-837-7678 • abuse-free-sport.ca
- Kids Help Phone (for children/youth): 1-800-668-6868 • text 686868 • kidshelpphone.ca
- Cybertip.ca (sexual images shared online): cybertip.ca

Note: This is a Club Child Protection Policy for Heavens Eleven FC, based on Canada Soccer Club Licensing safeguarding requirements, Canada Soccer Rule of Two Guidelines, Canada Soccer Code of Conduct and Ethics (revised June 2025), Ontario Soccer policies, and Ontario law (Child, Youth and Family Services Act, 2017; Rowan's Law (Concussion Safety), 2018). It is not legal advice. Have the Board adopt it by motion, have Ontario Soccer / legal review if possible, and store signed copies securely. Insert Club contacts, Safe Sport Lead name, and district association before distribution.