HEAVENS ELEVEN FC

Safeguarding Children Policy

Every Child Safe • Seen • Heard
In Accordance with Ontario Soccer, Canada Soccer, Safe Sport & Ontario Law

Effective: November 17, 2026 | Review: Annually, or after any incident / law / Ontario Soccer change



SAFEGUARDING CHILDREN — Every child safe, seen, heard. Graphic created by Heavens Eleven FC.

Club Safeguarding Statement — We Agree And We Will Follow As A Club



OUR CLUB COMMITMENT — We agree, we will follow, we will act. Graphic created by Heavens Eleven FC.

As a Club, Heavens Eleven FC agrees to and will follow this Safeguarding Children Policy — in full, without exception. This is not a suggestion. It is our promise to every child, every parent, and every family who trusts us.

We, the Board of Directors, coaches, team personnel, volunteers, staff, and members of Heavens Eleven FC, make this statement together:

- We agree that the safety, well-being, and dignity of every child come before winning, reputation, convenience, or cost — always.
- We agree to follow this Safeguarding Children Policy, and the Club's Child Protection Policy, Code of Conduct to Protect Children, Rule of Two Policy, Harassment Policy, Discipline Policies, and Concussion Policy — in every practice, game, tournament, trip, team chat, and Club activity, in Brampton and Toronto.
- We agree to follow Ontario Soccer, Canada Soccer, Safe Sport, the Canada Soccer Code of Conduct and Ethics, and the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS), and Ontario law — including the Child, Youth and Family Services Act, 2017, the Ontario Human Rights Code, and Rowan's Law (Concussion Safety), 2018.
- We will screen and train every adult who works with children BEFORE they work with children — Police / Vulnerable Sector Check, references, Safe Sport, Respect in Sport, Concussion, First Aid / CPR, and Club safeguarding training.
- We will follow the Rule of Two at all times — never alone with a child, never a private one-on-one message, never a private closed-room, car, hotel, or change-room situation.
- We will listen, believe, and act if a child tells us they feel unsafe — we will not promise secrecy, we will not investigate on our own, and we will report the same day to Children's Aid Society / police / Ontario Soccer / Abuse-Free Sport as required.
- We will protect anyone who reports in good faith — no retaliation, no punishment, no silence.
- We will support every child who reports harm, keep their information private, and follow the direction of CAS / police / Ontario Soccer / Abuse-Free Sport.
- We will review this Policy every year, after any incident, and after any change in law or Ontario Soccer / Canada Soccer guidance — and we will share changes openly with our members.

This statement was adopted by the Board of Directors of Heavens Eleven FC and applies to the whole Club. Every coach, team member, volunteer, Board member, and staff member must sign the Acknowledgment in this Policy each season. Anyone who does not agree to follow this Policy may not work with, coach, supervise, or be in a position of trust with children at Heavens Eleven FC.

Board Adoption — Signed on behalf of Heavens Eleven FC:

President / Chair (print + signature): _____ Date: _____

Safe Sport Lead (print + signature): _____ Date: _____

Technical Lead / Head Coach (print + signature): _____ Date: _____

Secretary (print + signature): _____ Date: _____

Treasurer (print + signature): _____ Date: _____

Board Member (print + signature): _____ Date: _____

By signing above, the Board confirms that Heavens Eleven FC, as a Club, agrees to and will follow this Safeguarding Children Policy. [Club to complete names, signatures, and adoption date before posting / sharing this Policy.]

Our Promise

At Heavens Eleven FC, safeguarding children is not a form — it is our culture. Every child has the right to play soccer in an environment that is safe, welcoming, inclusive, and free from abuse, harassment, bullying, and discrimination.

This Policy applies to everyone: players, parents/guardians, coaches, assistant coaches, managers, trainers, referees, volunteers, staff, Board members, contractors, and visitors — at practices, games, tournaments, travel, team chats, social media, and Club events. It applies to all children and youth under 18, and to vulnerable persons in our programs.

If there is ever a conflict between this Policy and winning, convenience, reputation, or cost — safeguarding wins. Always.

This Policy works together with: Child Protection Policy, Code of Conduct to Protect Children, Rule of Two Policy, Guide for Safe Kid Participation, Harassment Policy, Discipline Policies, Dispute Resolution, Concussion Policy, Emergency Action Plan, Image Release Form, and the Canada Soccer Code of Conduct and Ethics + Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS).

1. What Safeguarding Means

- Protection: Preventing physical, sexual, and emotional abuse, neglect, grooming, exploitation, and any maltreatment.
- Prevention: Screening, training, Rule of Two, safe environments, and clear boundaries — before harm happens.

- Response: Listening, believing, acting quickly, reporting to the right authorities, and supporting the child.
- Promotion: Helping every child grow, belong, learn, and have fun — with dignity, respect, and inclusion.

A child is anyone under 18. “Maltreatment” includes abuse, neglect, harassment, bullying, discrimination, and any behaviour that harms a child’s safety, dignity, or development — in person or online.

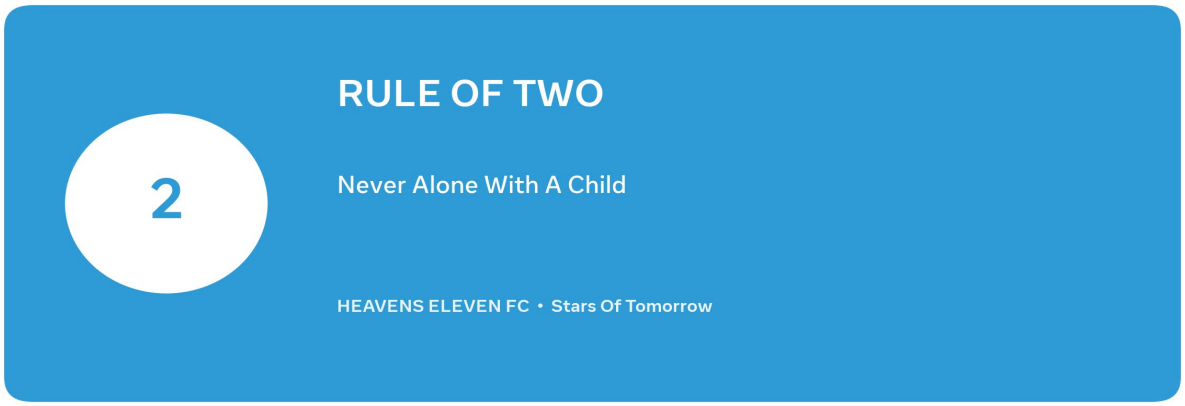
2. Safe Environment — Free From Harm, Bullying & Discrimination



SAFE ENVIRONMENT — Free from harm, bullying, discrimination. Graphic created by Heavens Eleven FC.

- No abuse of any kind: physical, sexual, emotional, verbal, or neglect — by adults or by other children.
- No bullying, hazing, teasing about body / ability / race / culture / faith / language / gender / disability / family, or leaving a child out on purpose.
- No discrimination: Every child is welcome — regardless of race, colour, ancestry, place of origin, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, disability, or any ground protected by the Ontario Human Rights Code.
- Safe spaces: Fields, change rooms, washrooms, vehicles, hotels, and online spaces must be safe, supervised, and appropriate. Children must never be alone with one adult in a private / closed space.
- Safe language: Kind, respectful, age-appropriate language. No sexual jokes, no sexual comments about a child, no shaming a child’s body, no threats.
- Safe touch: Only touch that is necessary for coaching / first aid, in an open / visible place, with consent, and with a second adult present where possible. No tickling, wrestling, or play that a child does not want.

3. Rule Of Two — Never Alone With A Child



RULE OF TWO — Never alone with a child. Graphic created by Heavens Eleven FC.

- Two screened, trained adults must be present with children at all times — at practice, games, travel, and in any Club activity.
- No private one-on-one time: No adult may be alone with a child in a closed room, car, hotel room, change room, or private online chat.
- Travel: No adult shares a room with a child who is not their own child. No adult drives a child alone without parent/guardian written consent + a second adult / parent present where possible.
- Communications: No private one-on-one messages to a child. All messages to a child must include a parent/guardian AND a second adult / coach. Use Club channels, not personal DMs.
- Change rooms: Adults do not enter a child's change room alone. Announce entry, have a second adult present, and respect privacy.
- If Rule of Two cannot be met: Stop, wait, call a second adult / parent, or cancel / reschedule. Never proceed alone.

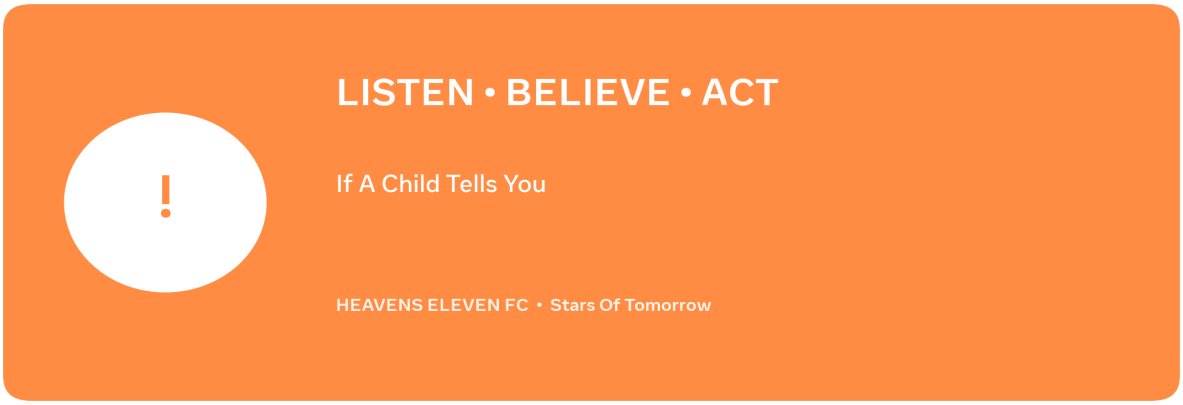
4. Safe Coaching — Screened, Trained, Trusted



SAFE COACHING — Screened, trained, trusted. Graphic created by Heavens Eleven FC.

- Screening BEFORE working with children: Police Record Check / Vulnerable Sector Check, references, interview, and signed Code of Conduct + Safeguarding Policy. No screening = no coaching children.
- Training: Safe Sport Training (Coaching Association of Canada), Respect in Sport, Concussion (Rowan's Law), First Aid / CPR, and Club safeguarding training — before the season, and refreshed as required by Ontario Soccer / Canada Soccer.
- Supervision: The Technical Lead / Head Coach and Safe Sport Lead will supervise, support, and check in with coaches — not just at the start, but all season.
- Boundaries: Coaches do not: give gifts / money / special favours to one child, share personal / sexual information, meet a child alone outside Club activities, follow / message a child privately, or ask a child to keep a secret.
- No punishment: No physical punishment, no withholding water / food / breaks, no forcing a hurt / sick / concussed child to play, no shaming. Mistakes are part of learning.

5. Listen • Believe • Act — If A Child Tells You



LISTEN • BELIEVE • ACT — If a child tells you. Graphic created by Heavens Eleven FC.

If a child tells you they are unsafe, hurt, or worried — or you see / suspect harm:

- **Step 1 —** Stay calm. Listen. Believe them. Thank them for telling you. Say: "I believe you. This is not your fault. I will help you."
- **Step 2 —** Do NOT promise to keep it a secret. Say: "I need to tell someone who can help keep you safe."
- **Step 3 —** Do NOT ask leading questions, do NOT investigate, do NOT confront the alleged person, and do NOT ask the child to repeat it many times.
- **Step 4 —** Write down, in the child's own words where possible: what was said, when, where, who was present. Date + sign it. Keep it private.
- **Step 5 —** Act the same day — see Section 6. Do not wait. Do not "check with the coach first" if the coach is the concern.
- **Step 6 —** Stay with the child until they are safe. If the child is in immediate danger, call 911.

A child may tell you in words, in behaviour, in drawings, or by withdrawing. Changes in mood, sleep, appetite, injuries that do not match the story, fear of a person / place, or sexualised behaviour can be signs. You do not need to be sure — if you are worried, report it. It is not your job to decide if abuse happened. It is your job to report it so trained professionals can help.

6. Report It — Law Enforcement, Children's Aid Society, Ontario Soccer, Canada Soccer



REPORT IT — Law enforcement, CAS. Graphic created by Heavens Eleven FC.

Report to the right place — you may need to report to more than one:

- If a child is in immediate danger: Call 911.
- If you suspect a child is being abused or neglected, or is at risk: Call your local Children's Aid Society (CAS) — in Ontario, everyone has a legal duty to report. In Brampton / Peel: Peel Children's Aid Society. In Toronto: Toronto Children's Aid Society. Call the CAS intake line in your region — [Club to complete phone numbers].
- If a crime may have occurred: Call local police — Peel Regional Police (Brampton) / Toronto Police Service (Toronto) — non-emergency or 911 if urgent.
- Safe Sport: Report to Ontario Soccer and to Canada Soccer / Abuse-Free Sport (UCCMS) — [Club to complete reporting links / phone]. For maltreatment in sport, report to the Abuse-Free Sport Helpline: 1-888-837-7678.
- Club: Tell the Safe Sport Lead / Board the same day — UNLESS the Safe Sport Lead / Board member is the concern, then report directly to CAS / police / Ontario Soccer / Abuse-Free Sport, and to a different Board member.
- Do NOT investigate on your own. Do NOT interview the child, the alleged person, or witnesses in detail. Do NOT share the report on social media or in group chats.
- The Club will NOT retaliate against anyone who reports in good faith. Reporting in good faith is protected — even if the concern is not proven.
- The Club may take interim steps to protect children while a matter is being looked at — for example, removing a person from coaching / contact with children, changing supervision, or suspending participation. Interim steps are NOT a finding of fault.

7. Supporting The Child — After A Report

- The child's safety and well-being come first — before reputation, before the season, before anything else.
- The Club will support the child and family: check-in, safety planning, changes to supervision / team / schedule if needed, and help finding counselling / support — with parent/guardian consent where required.
- The Club will keep information confidential — shared only with those who need to know to keep the child safe, and with CAS / police / Ontario Soccer / Abuse-Free Sport as required by law.
- The Club will follow the direction of CAS / police / Ontario Soccer / Abuse-Free Sport. The Club will not interfere with an investigation.

- No contact: The Club may direct no contact between the alleged person and the child / family while a matter is being looked at.

8. Parents / Guardians — Your Role

- Read this Policy WITH your child. Talk about safe adults, body safety, Rule of Two, and speaking up.
- Tell the Club in writing about your child's needs — allergies, medical, language, culture, faith, accessibility — and about any urgent concerns.
- Know who is coaching your child, who is supervising, and how to reach the Safe Sport Lead.
- Cheer with kindness. Model kind words and fair play. Do not yell at, shame, or punish a child for trying.
- If your child tells you they feel unsafe — listen, believe, and report. Do not wait.
- You may ask at any time: "Who will be with my child? What is the supervision plan? How do I report a concern?"

9. Children — Your Rights (For Kids — Read With A Parent)

- You have the right to feel safe — in your body, in your heart, and in your mind.
- You have the right to say "stop" or "no" — to anyone, at any time — even to an adult.
- You have the right to be heard — to tell a safe adult if something feels wrong.
- You have the right to be included — to play, to try, to make mistakes, and to belong.
- If something happens, it is NOT your fault. Tell a safe adult. You will NOT get in trouble for telling.
- Your Safe Adult is: _____ Second Safe Adult: _____
  [Child to complete with parent/guardian]
- If you are in danger right now, call 911. Kids Help Phone: 1-800-668-6868 | Text 686868

10. Records, Privacy & Review

- Records: The Club will keep screening, training, reports, and decisions securely — access only to those who need it, as required by law and by Ontario Soccer / Canada Soccer.
- Privacy: A child's personal information, medical information, and any report will be kept private — shared only to keep the child safe, as required by law.
- Review: This Policy will be reviewed annually, after any incident, and after any change in law / Ontario Soccer / Canada Soccer / UCCMS. The Board will adopt changes by motion and share them with members.
- Training: All coaches, team personnel, volunteers, and Board members will re-read this Policy each season and sign the Acknowledgment below.

Acknowledgment — I Have Read, I Understand, I Will Follow It

By signing, I confirm I have read / had explained to me this Safeguarding Children Policy, I understand it, and I will follow it. I will follow Rule of Two, I will listen / believe / act if a child tells me they are unsafe, and I will report to CAS / police / Ontario Soccer / Abuse-Free Sport as required. I understand I must not investigate on my own, and I must not retaliate against anyone who reports in good faith.

Full Name (print): _____ Role: ☐ Player ☐ Parent / Guardian ☐ Coach ☐ Team Personnel ☐ Volunteer ☐ Referee ☐ Board ☐ Other: _____

Signature: _____ Date: _____

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

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

Safe Sport Lead: _____ Phone / Email: _____ Technical Lead: _____ [Club to complete]

This is a standalone Safeguarding Children Policy for Heavens Eleven FC, in accordance with Ontario Soccer, Canada Soccer Safe Sport, the Canada Soccer Code of Conduct and Ethics, the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS), the Ontario Human Rights Code, the Child, Youth and Family Services Act, 2017 (Ontario), and Rowan's Law (Concussion Safety), 2018. It is part of the Club's safeguarding documents. Graphics are original Heavens Eleven FC graphics. They are not reproductions of Ontario Soccer's official logos or graphics. It is not legal advice. Have the Board adopt it by motion, have Ontario Soccer / legal review if possible, and store signed copies securely. Bracketed items [Club to complete] must be completed by the Board before adoption.