



North York Hearts Soccer Club Inc

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Code of Conduct to Protect Children

Effective Date: 1-Mar-2026

Introduction

North York Hearts Soccer Club (“The Club”) has developed the following Child Protection Code of Conduct to guide our coaches, staff and volunteers in their interactions with children. The safety, rights and well-being of children we serve are at the core of our daily programs. We nurture supportive relationships with children while balancing and encouraging appropriate boundaries. This is in line with the Canada Soccer Code of Conduct and Ethics.

Treating Children with Dignity and Maintaining Boundaries

All coaches, staff and volunteers must treat all children with respect and dignity; and establish, respect, and maintain appropriate boundaries with all children and families involved in activities of the Club.

All interactions with children should be known and approved by the Club and the parents/guardians of the child, tied to your duties, and designed to develop the child’s skills in the sport program.

Always consider the child’s reaction to your activities, conversations, behaviour or other interactions. **If at any time you are in doubt about the appropriateness of your own behaviour or the behaviour of others, you should discuss it with the designated liaison*.**

General rules of Behaviour

Coaches, staff and volunteers of the Club must NOT:

- Engage in any sort of physical contact with a child that may make the child or a reasonable observer feel uncomfortable.
- Engage in any communication with a child within or outside of duties with the child, that may make the child uncomfortable or that may be seen by a reasonable observer to be violating reasonable boundaries.
- Engage in any behaviour that goes against (or appears to go against) the Club’s mandate, policies, or Code of Conduct, regardless of whether or not they are serving the organization at that moment.
- Conduct their own investigation into allegations or suspicions of potentially illegal or inappropriate behaviour – it is their duty to report the matter to the designated person, Children’s Aid Society agency, or the police.

What Is inappropriate Behaviour?

Inappropriate behaviour includes, but is not limited to:

- **Inappropriate Communication:** Communication with a child or his/her family outside of the context of duties for the Club, regardless of who initiated the exchange. For example, personal phone calls,

electronic communications, or personal notes not tied to duties with the child, and excessive communications (online or offline) with the child.

- **Inappropriate Contact:** Spending unauthorized time with a child outside of designated duties with the organization.
- **Favouritism:** Singling out a child or certain children and providing special privileges and attention. (For example, paying a lot of attention to, giving or sending personalized gifts, or allowing privileges that are excessive, unwarranted or inappropriate.)
- **Taking Personal Photos/Videos:** Using a personal cell phone, camera or video to take pictures of a child, or allowing any other person to do so, as well as uploading or copying any pictures you may have taken of a child to the Internet or any personal storage device. Pictures taken as part of your job duties are acceptable, however, the pictures are to remain with the organization and not be used by you in a personal capacity.
- Telling sexual jokes to a child or making comments to a child that are, or is in any way suggestive, explicit or personal. Showing a child material that is sexual in nature, including signs, cartoons, graphic novels, calendars, literature, photographs, screen savers, or displaying such material in plain view of a child, or making such material available to a child.
- Intimidating, threatening, embarrassing, shaming, blaming, humiliating, or otherwise bullying a child.

Whether or not a particular behavior or action constitutes inappropriate behaviour will be a matter determined by the Club having regard to all the circumstances.

Inappropriate behaviour will not be tolerated, especially as it relates to the well-being of the children involved in activities or programs delivered by the Club.

Reporting Requirements

All coaches, staff and volunteers must report suspected child sexual abuse, inappropriate behaviour or incidents that they become aware of, whether or not the behaviour or incidents were personally witnessed.

- Suspicions of potentially illegal behaviour that are learned of or witnessed first-hand must be promptly reported to police and/or Children's Aid Society, who will determine if it further investigation.
- Allegations or suspicions of inappropriate behaviour that are learned of or witnessed first-hand, must also be reported to the Club liaison*.
- Keep in mind that you may learn of potentially illegal or inappropriate behaviour through the child or some other third party. The suspected behaviour may also be that of a family member, teacher or babysitter.

If you are unsure whether the issue you have witnessed or heard about involves potentially illegal behaviour or inappropriate behaviour, discuss the issue with the Club liaison*.

Remember: You have an independent duty to report all suspicions of potentially illegal behaviour directly to police and/or Children's Aid Society.

**Club liaison can be contacted at 647-388-8135, via email at info@heartssoccer.com. All communication will be treated confidentially on a "need to know" basis.*