PROCEDURE TITLE	Childcare Safe Boundaries Procedure	**DOCUMENT ID**	PROG-OPS-0222.01
OWNER	Sr. Vice President of Emerging and Preventive Services	**CREATION**	9.2025
STANDARDS AND REGULATIONS	**COA:** RPM 1, RPM 2, PRG 4, TS 2, ASE 5 **Admin Code:** **Statute:** 409.1678c6	**RENEWAL DATE**	9.2027
RELATED OMC POLICIES / PROCEDURES	Child Protection Policy, Mandatory Abuse and Neglect Reporting, Facility Security, Staff Transportation of Clients, Safe Operation of Vehicles	**LATEST VERSION APPROVAL**	9.2025 – Chief Operating Officer
APPLICABLE TO	2 – All Programs Staff 18 – Volunteer Engagement Staff	**EXPERT REVIEW**	

PURPOSE

This procedure ensures One More Child (OMC) compliance with the Child Protection Policy when adult staff or volunteers are providing direct childcare services during an events and functions sponsored by the organization.

DEFINITIONS

"Direct Childcare" refers to situations in which OMC staff or volunteers care for children ages 0 – 17 while their parents/guardians participate in a program event or function.

FORMS AND REFERENCE DOCUMENTS

Title	Description

PROCEDURE

Volunteer Qualifications

Volunteers are permitted to provide direct childcare if they are at least 18 years of age and have submitted the One More Child volunteer application, have completed required background screenings (to include Level 2 screening), have participated in all required training, and will serve as childcare workers. If in a single space, where children and childcare workers are visible at all times by staff, volunteers are only required to have a level 1 screening.

Training for Volunteers

All volunteers providing direct childcare will first undergo specific childcare safe boundaries education, appropriate trauma-informed childcare, the mandatory reporting process, and supervision protocols. Childcare volunteers will also participate in any applicable training with designated staff for the assigned program. The childcare volunteer will sign an acknowledgement that they understand the Child Protection Policy/Procedure and will adhere to its components. Failure to comply with procedures will result in volunteer dismissal. Along with the acknowledgement, a certificate of completion for the training will be placed in the volunteer's digital file. Ongoing annual training will occur. Refer to the Child Protection Procedure - Training section regarding a list of the core trainings.

Appropriate Interactions - Volunteers

- No volunteer should be alone with a child or youth. All interaction must be in a location that ensures the volunteer and child or youth are both visible to others.
- Volunteers are not to travel in vehicles alone with a minor

- Physical touch should be limited, e.g., pats on the head, "high fives," side hugs (with permission from the child)
- Volunteers should refrain from administering discipline, punishments, or critical language to a child or youth. If there is an emergent circumstance that ought to be addressed, it should be discussed with the staff supervisor, as necessary.
- The use of any electronic media communication is a prohibited interaction with the child or youth. All communication should be directed through the parent or guardian.

Appropriate Interactions - Staff

- One More Child (OMC) staff should mitigate the number of occurrences that a 1:1 staff to client ratio would occur. While this is not always possible in clinical or counseling scenarios, these services ought to be provided in a group setting as often as possible.
- An "open door policy" should take precedence for those meetings that do require 1:1 staff to client circumstances. The use of an office with glass windows or doors, child gates, or a public place, is highly encouraged.
    - Staff and/or applicable supervisors should have knowledge of these meetings, times, and locations prior to the occurrence. This should also be reflected, as necessary, on the staff's online shared calendar.
- Transportation of clients within an OMC program will occur on a limited basis as required by contract or obligation; however, safety procedures must be followed upon occurrence. Refer to Safe Operation of Vehicles or other programmatic specific transportation procedures for complete guidelines.
- Physical interaction should be limited, e.g., pats on the head, "high fives," side hugs (with permission from the child)
- Staff should practice trauma-informed care and use trust-based relationship tools to maintain client confidence and rapport – such as using words of encouragement, affirming positive behaviors, and redirecting negative behaviors. In an emergent behavioral situation, the staff should make use of appropriate de-escalation tactics as outlined within their programmatic training.

Ratios and Supervision

Regarding childcare needs provided by staff and/or volunteers for events such as Single Moms Skill Classes or other scheduled childcare functions - at least two unrelated adults who are Level 2 background screened and OMC trained are to be present to create accountability and appropriate childcare supervision. A ratio of at least 1 adult to six youth for children ages five and up and a ratio of at least one adult to four children for children ages four and under. At least one adult will be at least 21 years of age at all times. Any child (under 18 years of age) that a volunteer brings with them to an event or function needs to be counted in the ratio of children to adults.

If proper adult volunteer supervision cannot be achieved, the event needs to be cancelled, rescheduled, or held remotely.

Childcare Bathroom Procedures

As a best practice at all events requiring childcare, the adult supervisors should plan a group bathroom break at the beginning of the event, and at least once in the middle of the event or program. This is to reduce the occurrences of unscheduled bathroom breaks and reductions in supervision ratios.

Two fully screened individuals who are not married to each other should provide supervision when taking children to the restroom. One adult should check to make sure the facility is empty, clean, and appropriate for use and then wait outside the restroom with the other adult for the children.

Children ages five or younger (boys and girls) should be assisted as needed in the restroom by an adult female. The bathroom door must be ajar with a second screened adult volunteer nearby for additional accountability.

Staff and volunteers should not change diapers for any of the children they are supervising. If a child needs a diaper change, the parent/guardian of the child should be contacted so she/he can change the diaper instead.