Kids Help Phone takes the safety and well-being of youth very seriously. A satisfactory result from a Vulnerable Sector check is required to volunteer for the text service.

What is a Vulnerable Sector check?
A Vulnerable Sector check is an enhanced criminal record check created to protect children and vulnerable persons and is governed by section 6.3(3) of the Criminal Records Act.

Vulnerable sector checks are used to verify if an individual has a record suspension (formerly pardon) for sex offences. They also include checks of national data bases maintained by the Royal Canadian Mounted Police (RCMP) and local police records where the applicant lives.

For more information refer to the FAQ on Vulnerable Sector checks on the RCMP web site http://www.rcmp-grc.gc.ca/en/faqs-about-vulnerable-sector-checks

Who needs a Vulnerable Sector check?
A Vulnerable Sector check is required for Kids Help Phone volunteers in a position of authority or trust relative to vulnerable persons in Canada.

Vulnerable persons are defined as "persons who, because of age, disability or other circumstances, whether temporary or permanent are (a) in a position of dependence on others or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust relative to them."

How do I obtain a Vulnerable Sector check?
A Vulnerable Sector check must be conducted by the local Canadian police service where you live. Contact your local police service to learn the procedure and obtain the forms required.

Kids Help Phone will provide you with a letter to include in your Vulnerable Sector check application. The Vulnerable Sector check federal processing fees are waived for volunteer work.

You will be required to present at least two pieces of appropriate identification and may be required to pay additional local or provincial police services fees to obtain a Vulnerable Sector check. Fees will not be reimbursed by Kids Help Phone.
What happens when I apply?

The police service will conduct name based checks of all of the data bases. In some cases you will be required to submit fingerprints to ensure the accuracy of the identification process.

Once the Vulnerable Sector check is completed, the police services completing the check will send the results to you. Vulnerable Sector check results can take a few days or several weeks to obtain.

What do I do when I receive my results?

1. Contact Kids Help Phone as soon as possible to arrange a time to submit the original results, if your results indicate “Negative” (no findings).

2. Contact Kids Help Phone to review your results, if you receive a document listing the details of the findings. A Vulnerable Sector check result a response of negative, incomplete, or fingerprints required does not necessarily mean your application to be a Crisis Responder will not be accepted. You will have the opportunity to meet with Kids Help Phone to discuss the results. If you receive a request for fingerprints from the police service conducting the check, advise Kids Help Phone and follow the instructions provide in the notice provided to you by the police service.