

Policy on Critical Incident Reporting

National Children's Alliance requires its members to notify NCA of certain critical incidents occurring at or involving local Children's Advocacy Centers (CACs).

For this purpose, a critical incident has been defined as follows:

- **Serious Violations of Law or Regulations**, namely, credible preliminary findings involving significant issues that may place the member organization at risk or may result in a civil or criminal penalties or other serious violations of either local, state, or federal law.
- **Significant Changes in Operation Resulting in Non-compliance with the NCA Standards for Accredited Members**.
- **External Impact**, namely, any other significant case which could possibly generate negative print, television, or radio coverage (not including letters to editors, blogs, or personal correspondence); negative legislative or regulatory attention; or other such situation that could impact NCA and its brand, reputation or operations.

Reporting Procedure

- Critical Incident reporting should come from the CAC's executive director, other senior CAC personnel, or board chair.
- Within 24 hours of learning of any Critical Incident, the NCA member must notify NCA's Director of Member Relations and Grants of the matter. This should first be accomplished via a phone call to 800-239-9950, ext 105 and then by submitting the attached form entitled "Critical Incident Report" via facsimile to 202/548-0099 or scanned and emailed to ihain@nca-online.org
- The Director of Member Relations and Grants will serve as the central point of contact to facilitate prompt, efficient, and consistent communications between the reporting organization and NCA.
- The CAC must make follow up reports to NCA at a minimum of every 3 months (or more frequently as determined by the NCA Executive Director) until the matter has been resolved. A final report must be made detailing the disposition of the matter at hand.

Examples

- A CAC board member has been arrested and his affiliation with the CAC has been widely reported in the local media. ***This matter should be reported.***
- The CAC's medical provider has terminated her contract with the CAC and medical services are temporarily unavailable according to protocol. A search is underway to find a new provider. In the meantime, clients are being transported to the CAC in a neighboring jurisdiction for medical services. ***This matter should NOT be reported.***
- The parents of an alleged victim are upset with the case outcome and have sued members of the MDT including the CAC itself. While the case may have no merit, ***this matter should be reported.***

**National Children's Alliance
Critical Incident Report**

TO: Director of Member Relations and Grants
National Children's Alliance

FROM: (Name of CAC)

DATE:

In accordance with the NCA Policy on Critical Incident Reporting, the following Critical Incident is brought to your attention.

Name and Title of Person Reporting:

Name and Address of CAC:

Reason for Report:

- Serious Potential Violation of Law or Regulations
- Significant Changes in Operation Resulting in Non-compliance with the NCA Standards for Accredited Members
- External Impact

Brief Description of Issue:

Action taken to date; by whom:

Assistance/support needed (if any):

Signature of Person Reporting

Please either fax this form to the number below, or scan and email it to ihein@nca-online.org
National Children's Alliance, 516 C Street NE, Washington, DC 20002
Fax: 202/548-0099