



Critical Incident Response Plan

Children's Advocacy Centers of North Carolina (CACNC) has established a Critical Incident Response Plan to facilitate communication between CACNC and local CAC's at times when a crisis threatens to negatively impact CACNC, its membership, and/or an individual CAC. The purpose is to appropriately handle critical incidents and limit the negative impact to CACNC and its membership. If incidents are reported according to the plan, CACNC will then work with the individual center(s) to allow for individualized plans to be developed that meet the needs of that specific incident.

I. Definitions of a Critical Incident

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

- **Serious violations of Law, Regulation, Policy or Protocol**
- **Significant changes in operations resulting in non-compliance with standards of accreditation or other CACNC requirements of membership**
- **Immediate loss of an Executive Director, CAC Coordinator or senior staff**

II. Reporting Procedure for a Critical Incident

- **Reports should come from the CACs Executive Director, CAC Coordinator, senior staff and/or the Board President.**
- **Reports should be made to CACNC's Executive Director within 24 hours of any incident. This should be accomplished by submitting the attached form via email with a phone call to ensure receipt.**

III. Procedure(s) following notification of a Critical Incident

- **Executive Director will immediately notify CACNC's Board President who will call an emergency meeting of the Executive Committee. The Board President may choose to include CACNC's staff attorney at the Executive Committee meeting. The committee will discuss the issue and devise a plan outlining the response as well as the responsible parties for the plans execution. The plan will include: how the Board will handle communication in regards to the incident, what other members or partners may need to be notified, how media will be managed, what resources are needed to aid in the plans completion. The committee will then notify the full Board and may choose to notify the full membership if the incident could have potential impact on them. It is acknowledged that most incidents are local in nature and would not impact the membership as a whole. Only in extreme cases and/or where media attention is statewide would CACNC be compelled to notify all centers.**



Critical Incident Report Form

To: Deana Joy, Executive Director
deana@cacnc.org
336-886-4589 x1

Date:

Agency Name:

DBA/CAC Name (if different than above):

Mailing Address of Agency:

Physical Address of Agency:

Agency Telephone:

CAC Telephone (if different than above):

Name & Title of Person Reporting:

Email Address of Person Reporting:

Reason for Report:

_____ Serious violations of Law, Regulation, Policy or Protocol

_____ Significant changes in operations resulting in non-compliance with standards of accreditation or other CACNC requirements of membership

_____ Immediate loss of an Executive Director, CAC Coordinator or senior staff

Description of Incident:

Action taken to date: