National Children's Alliance
Policy on Critical Incident Reporting

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

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.

Critical Incident Reporting Procedure

- Critical Incident reporting should come from the executive director, other senior personnel, or board chair of the Accredited CAC or Chapter.

- Within 24 hours of learning of any Critical Incident, the NCA member must notify NCA's Director of Member Services, of the matter. This should first be accomplished via a phone call to 800-239-9950, ext 119, and then by submitting the attached form entitled "Critical Incident Report" via email to membership@nca-online.org.

- The Director of Member Services will serve as the central point of contact to facilitate prompt, efficient, and consistent communications between the reporting organization and NCA.

- The CAC or Chapter must make follow up reports to NCA at a minimum of every 3 months (or more frequently as determined by NCA's CEO) until the matter has been resolved.

- A final report must be made detailing the disposition of the matter at hand.

Examples

- An Accredited CAC or Chapter board member has been arrested and his affiliation with the organization has been widely reported in the local media. ***This matter should be reported.***

- The parents of an alleged victim are upset with the case outcome and have sued members of the MDT including the Accredited CAC or Chapter itself. While the case may have no merit, ***this matter should be reported.***

- An Accredited CAC medical provider has terminated their contract with a 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.***

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Critical Incident Report

Name of Submitter:

Title of Submitter:

Date submitting:

Phone Number of Submitter:

Email of Submitter:

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

Name of Accredited CAC or Chapter:

Address of Accredited CAC or Chapter:

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

If more space is required to answer the below questions, please attach an additional sheet.

Description of Issue:

Action taken to date; by whom:

Assistance/support needed (if any):

Signature of Person Reporting: Printed Name:

Please email this completed form to Membership@nca-online.org

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