



NATIONAL
CHILDREN'S
ALLIANCE®

National Children's Alliance Policy on Critical Incident Reporting

National Children's Alliance (NCA) 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.

Critical Incident 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 Irina Hein, 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 Irina Hein at ihein@ncaonline.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 of Critical Incidents

- 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 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.***
- A CAC medical provider has terminated his/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.***