

Incident Management Policy



The Boys & Girls Club of Greater Haverhill is committed to providing a safe and respectful environment for our members, staff, visitors, and volunteers.

All incidents or accidents should be documented, using the Incident/Accident Form and communicated to Club leadership immediately, or as soon as possible. Many of these incidents will have their own individual policy to follow regarding the handling of the incident, this policy is focused on documenting the incident.

Safety Incidents

Safety incidents can include, but are not limited to:

- Inappropriate activity between adults (18 and over) and youth
- Inappropriate activity between multiple youth
- Allegations of Abuse
- Bullying Behavior
- Inappropriate electronic communications between adults (18 or over) and youth
- Minor and major medical emergencies
- Accidents, including slips and falls
- Threats made by or against staff, volunteers and/or members
- Physical assaults and injuries, including fights
- Missing children
- Property Destruction
- Criminal activity, including theft and robbery
- Other incidents as deemed appropriate by Club leadership

Internal Incident Reporting

Any employee or volunteer who becomes aware of an incident, as defined in this policy, shall immediately complete an Incident/Accident Report, and submit it to Club leadership. The following information shall be included in an Incident/Accident Report.

- Date and location
- Incident details
- Witnesses and contact information
- Names of all involved (youth and staff if applicable)
- All notifications made (first responders, parents, leadership, etc.)

External Incident Reporting

Boys & Girls Club of Greater Haverhill follows all applicable mandated reporting statutes and all applicable federal, state, and local laws (including those around licensing, for licensed organizations) for the protection and safety of youth. Types of incidents reported include but are not limited to:

- Inappropriate activity between adults (18 or over) and youth
- Inappropriate activity between multiple youth
- Allegations of child abuse
- Any form of child pornography
- Criminal activity, including assault, theft, robbery
- Children missing from the premises



Incident Investigation

The Boys & Girls Club of Greater Haverhill takes all incidents seriously and is committed to supporting external investigations of all reported incident and allegations or internal investigations by the Safety Committee when not an externally reportable incident.

Federal, state, and local criminal and/or mandated child abuse reporting laws must be compiled before any consideration of an internal investigation. The internal investigation should never be viewed as a substitute for a required criminal or child protective services investigation.

If an incident involves an allegation against a staff members, volunteer or Club member, the club shall suspend that individual immediately (employees **WITH** pay) and maintain the suspension throughout the course of the investigation.

BGCA Critical Incident Reporting

Each member organization shall immediately report any allegation of abuse or potential criminal matter to law enforcement. In addition, each Member Organization shall report the following critical incidents to BGCA within 24 hours:

- a) Any instance or allegation of child abuse, including physical, emotional, or sexual abuse; sexual misconduct or exploitation (Club-related or not) against any child by a current employee or volunteer; or any Club-related instance by a former employee or volunteer.
- b) Any instance or allegation of child abuse, including physical, emotional or sexual abuse; or sexual misconduct or exploitation by a youth towards another youth at a Club site or during a Club-sponsored activity.
- c) Any child who might have been abducted or reported missing from a Club site or Club-sponsored activity.
- d) Any major medical emergency involving a child, staff member or volunteer at a Club site or during a Club-sponsored activity leading to extended hospitalization, permanent injury, or death; or a mental health crisis with a child requiring outside care.
- e) Any instance or allegation of abuse, including physical, emotional or sexual abuse, sexual misconduct, harassment, or exploitation (Club-related or not) involving any staff member; or any Club-related instance or allegation of abuse, including physical, emotional, or sexual abuse, sexual misconduct harassment or exploitation against a volunteer or visitor.
- f) Any failure to comply with requirements set forth by childcare licensing agencies or organizations.
- g) Any known or suspected felony-level criminal act committed at a Club site or during a Club-sponsored activity.
- h) Any misappropriation of organizational funds in the amount of \$10,000 or greater, or any amount of federal funds.
- i) Any criminal or civil legal action involving the organization, its employees, or volunteers, as well as any changes in the status of an open organization-related legal action.
- j) Negative media attention that could compromise the reputation of the Member Organization or the Boys & Girls Clubs of America brand.
- k) Any other incident deemed critical by the Member Organization.

Failure to report safety incidents to Boys & Girls Clubs of America could result in a funding hold or the organization being placed on provisional status.

