

# Critical Incident Response Policy

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West Virginia Child Advocacy Network

West Virginia Child Advocacy Network (WVCAN) requires its members to notify WVCAN and the National Children's Alliance (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:**

- A. **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.
- B. **Significant Changes in Operation Resulting in Non-compliance with the NCA Standards for Accredited Members.**
- C. **External Impact**, namely, any other significant case which could possibly generate negative print, television, or radio coverage (not including letters to editors, blogs, social media, or personal correspondence); negative legislative or regulatory attention; or other such situation that could impact the brand, reputation, or operations of WVCAN, WV CACs, and/or NCA.

## **Examples of Critical Incidents**

- Example A: 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.***
- Example B1: 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.***
- Example B2: The CAC's forensic interviewer moved, and there is no longer a forensic interviewer in the region, therefore rendering the CAC unable to provide forensic interviews for a period of months. ***This matter should be reported.***
- Example C: 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.***

## **Member CAC 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 WVCAN/NCA member must notify WVCAN and NCA of the matter first by phone and then by NCA's critical incident reporting form (available on



NCA website).

WVCAN:  
Grace Stewart, Director of Program Services  
304-414-4456  
304-414-4457 (fax)  
gstewart@wvcn.org

NCA:  
Irina Hein, Dir. of Member Relations and Grants  
800-239-9950, ext 105  
202-548-0099 (fax)  
ihein@ncaonline.org

- The CAC must make follow-up reports to WVCAN and NCA at a minimum of every 3 months (or more frequently as determined by the NCA Executive Director and WVCAN staff) until the matter has been resolved.
- A final report must be made detailing the disposition of the matter at hand.
- WVCAN will communicate directly with NCA to ensure there has been dual reporting to both the Chapter and NCA after the filing of reports as described above.

#### **Member CAC Natural Disaster Reporting Procedure**

- In the event of a natural disaster in a member CAC community, CACs are encouraged to contact WVCAN as soon as reasonable, given the circumstance, to communicate the impact on the CAC (facility and staff) and its clients. If WVCAN is not contacted by the CAC, WVCAN will attempt to contact a representative of the CAC to assess the disaster's impact on the CAC and client service population.
- If WVCAN learns that a CAC's service is appreciably impacted for a period longer than 1 week, or if a client was impacted by the natural disaster while at a CAC, WVCAN will communicate the service interruption or client impact to NCA.

#### **Member CAC Temporary or Permanent Leadership Change Procedure**

- If a member CAC experiences a temporary or permanent transition of leadership, a member of CAC staff or the Board of Directors must notify WVCAN as soon as the information about the leadership transition is known.
- WVCAN will communicate the information about the leadership transition to NCA and Southern Regional Children's Advocacy Center.

#### **Chapter Critical Incident Reporting Procedure**

- Critical Incident reporting should come from the Chapter's executive director, other senior Chapter personnel, or the board president.
- Within 24 hours of learning of any Critical Incident, the WVCAN must notify NCA of the matter first by phone and then by NCA's critical incident reporting form (available on NCA website).

NCA:  
Irina Hein, Director of Member Relations and Grants  
800-239-9950, ext 105



202-548-0099 (fax)  
ihein@ncaonline.org

- The Chapter 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.

**Chapter Natural Disaster Reporting Procedure**

- In the event of a natural disaster that impacts the operations of the Chapter, WVCAN will communicate following NCA's critical incident reporting procedure.

**Chapter Temporary or Permanent Leadership Change Procedure**

- If WVCAN experiences a temporary or permanent transition of executive leadership, a member of WVCAN staff or the Board of Directors will notify NCA as soon as the information about the leadership transition is known. WVCAN will follow procedures outlined in its succession plan.

