

# Critical Incident Reporting By Clubs in the new BGCA.net

February 26, 2015



**child&club SAFETY**  
PROTECTING OUR KIDS

# Communication & Reporting Requirement:

Report immediately, but no later than 24 hours, to BGCA if there has been a critical incident related to your organization.

**CRITICAL INCIDENT**  
**2 WAYS TO REPORT**

1. Submit electronically via critical incident tab on BGCA.net
2. Call or email your DOD or CLS

DOD \_\_\_\_\_  
CLS \_\_\_\_\_  
(write in contact information)

**CATEGORIES OF CRITICAL INCIDENTS**  
(full description is on BGCA.net/critical incident)

1. Major medical/mental health emergency
2. Abducted or missing child
3. Child abuse by an adult staff/volunteer
4. Child abuse by another child
5. Felony criminal act related to the Club
6. Misappropriation of funds, \$25,000 +
7. Criminal or civil action reported to insurer
8. Negative media affecting reputation
9. Other incident Club deems critical

In order to facilitate this process, BGCA created an automated, online reporting system that allows only designated persons to report an incident on behalf of your organization. This includes:

1. The CEO (Executive Director)
2. The CVO (Board President)
3. Persons designated to act on behalf of the CPO or CVO (as noted in the profile of BGCA.net)

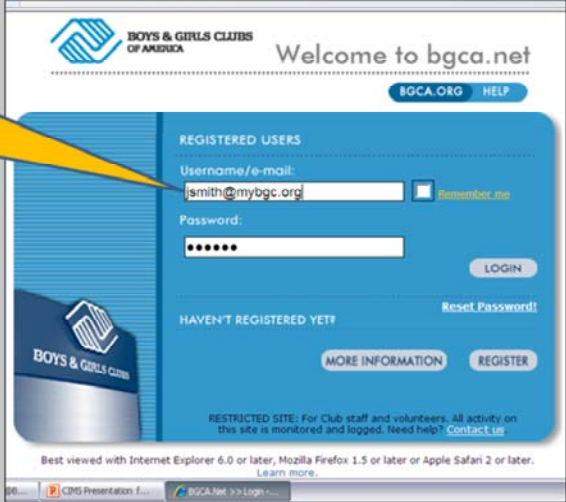
Any of these persons may also simply call or send an email to their Director of Organizational Development (DOD), or Club Liaison Services (CLS) and report the incident. The DOD or CLS will enter the report into the system for them.

Critical Incident Reporting  
in the new BGCA.net

**What is the same?**  
**And what has changed?**

**What Is The Same**  
**CPO, CVO or Delegate Log Into BGCA.net to access the critical incident reporting button**

System will recognize ID/Password of CPO, CVO or Delegate when they log in to BGCA.net



The screenshot shows the BGCA.net login page. At the top, it says "BOYS & GIRLS CLUBS OF AMERICA" and "Welcome to bgca.net". There are links for "BGCA.ORG" and "HELP". The main section is titled "REGISTERED USERS" and contains a login form with fields for "Username/e-mail:" (containing "jsmith@mybgc.org") and "Password:" (with masked characters). There is a "Remember me" checkbox and a "LOGIN" button. Below the login form, there is a "HAVEN'T REGISTERED YET?" section with a "Reset Password!" link, "MORE INFORMATION", and "REGISTER" buttons. At the bottom, there is a "RESTRICTED SITE" notice and a footer with browser compatibility information.

To make a report, either the CPO, CVO or Delegate logs into BGCA.net. The system will automatically recognize their ID and Password. As we have transitioned to the new bgca.net, we have found some glitches in the system where every CEO or CVO may not be recognized. If a CEO or CVO is logged into bgca.net AND their profile is correct, email Makeesha Bell with that person's name and organization so she can work with IT to get it corrected.

## What Has Changed...the look and location of the reporting button

CPO/CVO Enters BGCA.net to Make Report

The screenshot shows the BGCA.net homepage. A yellow callout box with a red triangle icon contains the text: "Submit a Critical Incident by Clicking on the Red Triangle on the main/home page or...". The homepage features a navigation bar with "HOME", "PROGRAMS", "FUNDING", "MARKETING", "CHILD SAFETY", and "BOARD". Below the navigation bar, there are several content sections including "Announcements & Notes", "Events & Deadlines", and "Club Experience & Outcome Indicators". The "Club Experience & Outcome Indicators" section displays six metrics: FUN (49%), PHYSICAL SAFETY (55%), EMOTIONAL SAFETY (41%), ADULT SUPPORT (55%), SENSE OF BELONGING (41%), and EXPECTATIONS (70%).

## What Has Changed...the look and location of the reporting button

CPO/CVO Enters BGCA.net to Make Report

The screenshot shows the BGCA.net Child Safety page. A yellow callout box with a red triangle icon contains the text: "...on the Child Safety page". The page features a navigation bar with "HOME", "PROGRAMS", "FUNDING", "MARKETING", "CHILD SAFETY", and "BOARD". Below the navigation bar, there are several content sections including "Child Safety Resources", "Child & Club Safety", and "Child Safety Assessment". A prominent red button labeled "Report Critical Incident" is visible in the top left corner of the main content area. A video player is also present, showing a video titled "CHILD SAFETY IS #1" with a quote from Jim Clark, President and CEO: "Our commitment will not waver." A red callout box on the right side of the page contains the text: "Troubleshooting for DODs/CLSSs: If a CEO or CVO doesn't see the reporting button, email Makeesha Bell with their name & organization ASAP".

## What Is The Same....the screen that reporters see

**Auto-populates name, title & organization or reporter (not all showing on screen)**

**Provides list of org's sites**

**Standard list of Critical Incidences**

**Comments limited to 100 characters**

Report a Critical Incident

Organization: (10000)

Site: -- Select Site --

Incident Category

- An instance or allegation of child abuse, including physical, emotional or sexual abuse; sexual misconduct or exploitation by a youth towards another youth at a Club site or Club sponsored activity.
- A known or suspected criminal act committed at a Club site or Club sponsored activity.
- The misappropriation of organizational funds in the amount of \$25,000 or greater or any amount of federal funds.
- A felony criminal action or civil legal action that would be reportable to an insurance carrier involving the organization, its employees or volunteers. (For an open organization-related court case, report within 24 hours any change in the status of the case.)
- Negative media that could compromise the reputation of the organization or the Boys & Girls Club brand.
- Any other incident deemed critical by the organization.

Narrative (Optional)

Submit Critical Incident

## What Is The Same....BGCA staff can report on behalf of Clubs via Insight (NOT BGCA.net)

**Recognizes and populates org. name**

**Provides list of sites**

**Requires DOD to put in name, email and phone # of reporter**

**Standard list of Critical Incidences**

**Comments limited to 100 characters**

Report an incident on behalf of someone.

Select an Organization

Select Site (Optional)

Select User Role

Enter Originator's Name

Enter Originator's Email Address

Select Type of Critical Incident

- A major medical emergency with a child, staff or volunteer at a Club site or Club sponsored activity leading to extended hospitalization, permanent injury or death or a mental health crisis with a child requiring outside care.
- A child who may be abducted or missing from a Club site or Club sponsored activity.
- An instance or allegation of child abuse, including physical, emotional or sexual abuse; sexual misconduct or exploitation against any child (Club-related or not) by a current employee or volunteer or any Club-related instance by a former employee or volunteer.
- An instance or allegation of child abuse, including physical, emotional or sexual abuse; sexual misconduct or exploitation by a youth towards another youth at a Club site or Club sponsored activity.
- A known or suspected criminal act committed at a Club site or Club sponsored activity.
- The misappropriation of organizational funds in the amount of \$25,000 or greater

Notes (100 Characters Max)

Send Critical Incident

### *What Is The Same....*

- Reporter receives an email that summarizes what they reported and links them to crisis communication resources on BGCA.net
- DOD receives an email notifying them of the report and provides a link for them to report that they have provided support to the Club (“stop the clock”)

### **Benefits of Incident Reporting**

- Not only is it a membership requirement, but...
- It allows BGCA to provide timely resources and support in a crisis

Additional Resources to Help in a Crisis include:

- **501(c) Services HR hotline**, 800-358-2163 or [hrrservices@501c.com](mailto:hrrservices@501c.com)
- **BGCA Child Safety Hotline**, 866-607-7233 or [SafeClub@Praesidiumin.com](mailto:SafeClub@Praesidiumin.com)
- **Crisis Communication Resources** on BGCA.net

