



BOYS & GIRLS CLUB
OF LAKE TAHOE

Incident and Investigation Reporting Policy

File name: 2026.6_Policy_Incident Reporting and Investigation

Policy Statement

All Boys & Girls Club of Lake Tahoe ("Club") employees and volunteers are trained to identify and respond to incidents that occur at the Club. This policy outlines the appropriate action, investigation, documentation, and reporting measures implemented at both the local Club and national Boys & Girls Clubs of America ("BGCA") level.

Reason for Policy

All incidents are taken seriously by the Club. It is important to have clear policies and procedures for responding to incidents that can occur at the Club. This policy provides the procedures and policies for safety incidents that might affect staff, volunteers, members, and others who frequent the Angel of Tahoe Clubhouse, a Club site, or an offsite Club-related activity, event, or fundraiser.

Who Should Read This Policy

All Club employees, volunteers, members and their families, and Board of Directors

Resources

BGCA - Incident Management Policy (template)

<https://www.bgca.net/Utilities/Uploads/Handler/Uploader.ashx?area=composer&filename=Incident%2b%2bReporting%2bManagement%2bPolicy%2bTemplate%2bPDF.pdf&fileguid=cd781a2d-ffdd-4dc6-9197-2b01f35c3ff8>

Boys & Girls Club of Lake Tahoe - "Coaching, Conversations, and Corrective Action Plans for Staff - Policy and Procedures"

<https://docs.google.com/document/d/1emMAZ6j3yGlc3nto67jMKP8XhTGjDyjOM-VVhdC0yNc/edit?usp=sharing>

Definitions

An "incident" is any unsafe, potentially unsafe, or near miss occurrence that involves a Club employee, volunteer, Board member, and/or youth participant and occurs, nearly occurs, or is reported during during a Club program, on Club premises, and/or during a Club-related program, activity, field trip, or fundraiser. Examples are described below.

A "near miss" is an unplanned incident or close call that did not result in injury, illness, or property damage, but had the potential to do so.

"Employee or volunteer" describes any employee, contract employee, volunteer, youth worker, Board member, contractor, or vendor affiliated with the Boys & Girls Club of Lake Tahoe.



The “member organization” refers to the Boys & Girls Club of Lake Tahoe’s affiliation with Boys & Girls Clubs of America, or BGCA.

The Policy

All Boys & Girls Club of Lake Tahoe (“Club”) employees and volunteers are trained to identify and respond to incidents that occur at the Club. All incidents are taken seriously and appropriate action, investigation, and reporting measures on a Club and Boys & Girls Clubs of America (“BGCA”) level are outlined in this policy.

At a minimum, employees and volunteers must immediately report and document all safety incidents. Safety incidents can affect one or more employees, contract employees, volunteers, youth workers, Board members, contractors, vendors, visitors, or event/fundraiser attendees affiliated with the Boys & Girls Club of Lake Tahoe. It is important that the Club complies with their own safety policies as well as the legal and BGCA reporting measures, procedures, and rules.

What is a Safety Incident?

Examples of Club safety incidents 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 youth members or participants
- Physical assaults and injuries, including fights
- Missing children
- Criminal activity, including theft and robbery
- Other incidents as deemed appropriate by Club leadership.

Safety incidents include those that occur, nearly occur (“near miss”), or are reported during a Club program, on Club premises, and/or during a Club-related program, activity, field trip, or fundraiser.

Internal Incident Reporting

Any employee or volunteer who becomes aware of an incident, as defined in this policy, shall immediately complete an Incident Report (ICR), and submit the incident to the site coordinator or supervisor on duty.

The following information shall be included in an Incident Report:



- Date, time, and site/location
- Incident details (if applicable)
- Witnesses and contact information
- Names of all involved (youth and staff if applicable)
- Name of employee or volunteer writing the report
- Signature and acknowledgement from the parent/guardian (if a youth incident)
- All notifications made (e.g. first responders, parents, leadership)

For any medical concern, illness, or injury, an Ouch Report will also be completed and submitted to the site coordinator or supervisor on duty. The following information shall be completed in an Ouch Report:

- Date, time, and site/location
- Type of injury/illness
- Location of injury (if applicable)
- Incident description
- Evaluation
- Witnesses and contact information
- Names of all involved (youth and staff if applicable)
- Name of employee or volunteer writing the report
- Signature and acknowledgement from the parent/guardian (if a youth incident)
- All notifications made (e.g. first responders, parents, leadership)

How to complete an ICR and Ouch Report are part of onboarding and ongoing professional development. If it is an incident with a youth participant, ICR forms are obtained from the Site Coordinators or Area Director, documented with the Director of Operations & Safety, and then stored in the member's file. ICR forms are entered into the Club database and a copy is given to the member's parent or guardian to sign. Employees may refer to previous ICR forms to identify escalating behaviors, monitor trends, and to provide support for the member. ICR forms for good or improved behavior are encouraged and recommended.

Employee Incident Reports may also be used for employees as well. Similar to members, an employee ICR or Ouch Report form may be filled out for an accident, incident, injury, or misbehavior.

If a very serious work-related illness or injury occurs, an ICR report must be filed as well as an entry in the OSHA Form 300 Log. Examples of very serious work-related illnesses and injuries include the following:

- Any work-related injury or illness that results in loss of consciousness, days away from work, restricted work, or transfer to another job position
- Any work-related injury or illness requiring medical treatment beyond basic first



BOYS & GIRLS CLUB
OF LAKE TAHOE

aid

- Any work-related diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, and punctured eardrums
- Work-related cases involving needlesticks and sharps injuries, medical removal, hearing loss, and tuberculosis
- Any work-related fatality

A supervisor must immediately report a fatality or other severe injury or illness in the workplace to Cal/OSHA. All other illnesses and injuries recorded must be assessed within seven days to determine if the case is recordable under OSHA recording requirements, if it is a new case or a recurrence of an existing one, and if it is determined to be a work-related incident. If the case meets the recording requirements, the employee must work with their supervisor to fill out the ICR and OSHA Form 300 Log. Minor injuries that require basic first aid do not need to be recorded as an ICR on in the OSHA Log unless there is potential for greater injury or illness to occur.

All employee ICR forms are stored in the Club database for at least five years. The Club is considered a low-hazard, semi-exempt industry (Healthcare & Education: child day care, elementary/ secondary school) and only an annual summary of very serious work-related illnesses and injuries (OSHA Form 300 Log) must be posted the following year in a conspicuous place from February 1 to April 30.

External Incident Reporting

The Club adheres to all applicable mandated reporting statutes and regulations and all applicable federal, state, and local laws 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 (e.g. assault, theft, robbery, public intoxication, drunk driving)
- Children missing from the premises

Incident Investigation

The Club takes all incidents seriously and is committed to supporting external investigations of all reported incidents and allegations or internal investigations by the Safety Committee or senior admin team when not an externally reportable incident. If retraining is needed, it will be provided by the Emergency Management team.



BOYS & GIRLS CLUB
OF LAKE TAHOE

Federal, state, and local criminal and/or mandated child abuse reporting laws must be complied with 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.

In the event that an incident involves an allegation against a staff member, volunteer, or Club member, the Club shall suspend that individual immediately and maintain the suspension throughout the course of the investigation. During the course of the investigation, the employee or youth worker will continue to be paid at their regular hours and rate.

Near Miss Incident Reporting

Any “near miss” or unplanned incident will be recorded by an employee or volunteer who witnessed the close call. The following information should be included:

- Date and location
- Incident details (if applicable)
- Witnesses and contact information
- Names of all involved or potentially involved (youth and staff if applicable)
- Name of employee or volunteer writing the report
- Signature and acknowledgement from the parent/guardian (if a youth-related incident)
- All notifications made (e.g. first responders, parents, leadership)

The near miss will be discussed with the appropriate group, such as the Board's Executive Committee, Safety Committee, Emergency Operations Team, HR Team, and the senior admin. Preventative measures and actions will be considered, determined, and executed.

Critical Incident Reporting at the National (BGCA) Level

As a member organization of the BGCA, the Club's CEO shall immediately report any allegation of abuse or potential criminal matter to law enforcement. In addition, Club shall report the following critical incidents to BGCA within 24 hours:

- Any instance or allegation of child abuse, including physical, emotional, neglect, or sexual abuse; sexual misconduct or exploitation (Club-related or not) against any Club participant or member by a current employee or volunteer; or any Club-related instance by a former employee or volunteer.
- Any instance or allegation of child abuse, including physical, emotional, neglect, or sexual abuse; or sexual misconduct or exploitation by a youth towards another youth at a Club site or during a Club-sponsored activity.



BOYS & GIRLS CLUB
OF LAKE TAHOE

- Any child who might have been abducted or reported missing from a Club site or Club-sponsored activity.
- 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.
- Any instance or allegation of abuse, including physical, emotional, neglect, 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.
- Any failure to comply with requirements set forth by childcare licensing agencies or organizations.
- Any known or suspected felony-level criminal act committed at a Club site or during a Club-sponsored activity, field trip, event, or fundraiser.
- Any misappropriation of organizational funds in the amount of \$10,000 or greater, or any amount of federal funds.
- 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.
- Negative media attention that could compromise the reputation of the member organization or the national Boys & Girls Clubs of America brand.
- Any other incident deemed critical by the member organization.

If the CEO is unavailable, a senior admin team member will file the critical incident report. Failure to report safety incidents mentioned above to Boys & Girls Clubs of America could result in a funding hold or the organization being placed on provisional status.