

# Incident Reporting Quick Reference Guide

Updated September 2020



**CANADA**

# Introduction to Incident Reporting

Regardless of best intentions, accidents sometimes do happen, and conflict or behavior arise that you need support with. When then do, please complete and submit a confidential incident report to your provincial organization,

## How to submit an Incident Report

### Online

- A link to the **Youth Safety Reporting System at 4-H in Canada** can be found at [4-h-canada.ca/youth-safety](https://4-h-canada.ca/youth-safety) and through your provincial organizations website.
- This new system is open to all leaders and staff. A User Id is not required.
- When you complete the form online it is automatically directed to your provincial office for review and support.

### With support from your provincial organization

- If you do not have access to the online system, document the incident on a paper form and reach out to provincial organization for next steps.

## Who should submit the Incident Report

### Trained Leader or Staff

The trained leader or staff overseeing the event should complete the incident report and include contact information for other leaders or witnesses.

### Youth, Parents, or the Public

4-H has an open-door policy for reporting concerns of misconduct, harassment, or abuse and takes any claims very seriously. A confidential report may also be made by a youth member, parent, participant, or member of the public. Reports will be delivered directly to the provincial organization.



## What types of incidents need to be reported?

Ask yourself:

- Am I concerned about a youth's safety?
- Was someone injured or sick at a 4-H event?
- Was there significant damage to anyone's property?
- Is someone at the event disobeying the Code of Conduct?

Use the table below to determine when an Incident Report is required. Reach out to provincial staff if you have any questions.

ISSUE	NOT REPORTABLE	REPORT USING AN INCIDENT REPORT FORM
<b>Observe, know, or suspect abuse or child is in harms way</b>	N/A	Always notify authorities and then follow steps for reporting child abuse.
<b>Complaint about behavior or a decision</b>	Complaint or conflict addressed at local club or event with quick resolution	Behavior not aligned with Code of Conduct (misconduct) or additional support needed to resolve the issue
<b>Conflict between youth or adults</b>	Complaint or conflict addressed at local club or event with quick resolution	Repeated issue or behavior raises safety concerns
<b>Accident or illness involving any participants</b>	Very basic first aid treatment. Note to parents.	Illness, injury, mental health concern, or if a vehicle is involved.
<b>Property damage</b>	Easily repaired	Unexpected, may involve insurance
<b>Risk to 4-H reputation and image</b>	N/A	Always

## Guidelines for reporting abuse

**If you are a concerned about a youth's safety, report concerns to authorities immediately.**

The individual who either hears the disclosure or has the suspicion of abuse must be the one who makes the report. Do not conduct any investigation to substantiate allegations. This is the role of child protection agencies and police, and they will provide direction on notifying parents.

As the disclosure or concern came to you as a 4-H leader or staff, you must also complete a confidential 4-H incident report to document that you have made a report to authorities. To maintain the privacy of those involved, only include specifics of the abuse if it warrants follow-up within 4-H. Your report to authorities should include all the information you have.

## When not to file a report

Examples of incidents not worthy of an Incident Report:

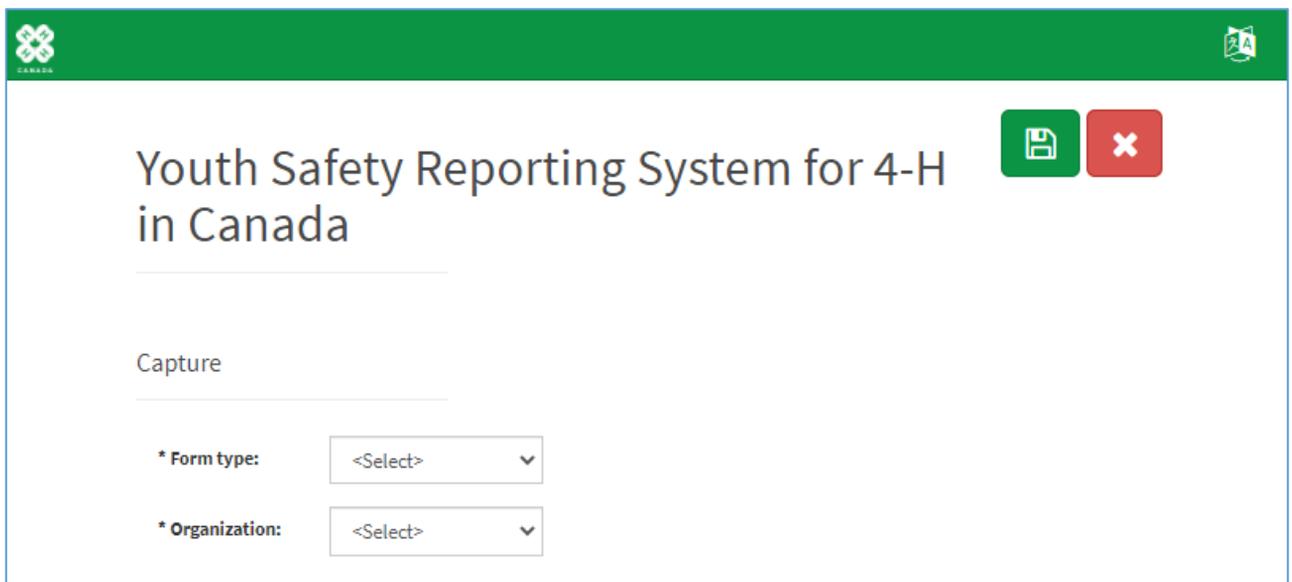
- lost loose tooth due to normal development,
- a cut treated with a band aid,
- wind blew over a sign at achievement day,
- a member calls another a marshmallow head at campfire,
- a member drops the lead on their animal but it is secured without incident,
- a woodworking tool is broken from normal wear and tear etc.

Complaints should always be addressed with a discussion first. Regional or provincial staff can help to support this process.

# Opening an Incident Report Form

Access the [Youth Safety Reporting System for 4-H in Canada](#) from your computer or mobile device browser. Consider bookmarking this for quick access. Note: you must have internet or cellular data access to complete the form and submit it. You can not save a partially completed form.

- **Form type** – select the Incident Reporting Form
- **Organization** – select your provincial organization. The form will be directed to provincial staff when you submit it.



The screenshot shows the top section of the 'Youth Safety Reporting System for 4-H in Canada' web application. At the top left is the 4-H Canada logo, and at the top right is a small 4-H logo. Below the header, there are two buttons: a green 'Save' button with a floppy disk icon and a red 'Close' button with an 'X' icon. The main heading reads 'Youth Safety Reporting System for 4-H in Canada'. Below this heading is a horizontal line, followed by the word 'Capture' and another horizontal line. There are two dropdown menus: the first is labeled '\* Form type:' and the second is labeled '\* Organization:'. Both dropdown menus currently display '<Select>' and a downward arrow.

After selecting the organization the instructions and fields specific to incident reporting will load.

On the following pages we'll walk through each section of the form and important fields will be described in more detail.

# Incident Report - form instructions

You must submit the Incident Report in one session – you may not save a draft and complete it later. Review the instructions and gather all the information you will need before proceeding.

## Incident Report

- As outlined in the [Youth Safety at 4-H in Canada policies](#), the safety and well-being of all participants is the top priority of 4-H.
- An incident report ensures provincial 4-H organizations and 4-H Canada are aware of any injury, accident, property damage, misconduct, or harassment concerns to ensure swift support, intervention, and preventive steps can be taken. For guidance on when to complete an incident report and the related follow-up steps, please refer to the [4-H in Canada Incident Reporting Quick Reference Guide](#). **If there is any suspicion that a child may be in harm's way, follow Duty to Report procedures and notify authorities first.**
- A report for an incident at a 4-H program or event should be completed by a trained leader or staff, but a concern may be reported by any youth member, leader, staff, parent, or member of the public. 4-H has an open-door policy.
- 4-H protects and respects your privacy. For complete details, see the 4-H Canada [Privacy Policy](#) and the policy of your provincial organization. Personal information and details of the incident collected on the form are stored securely and are only used by authorized provincial personnel for incident follow-up, resolution, and policy improvements.
- Reporting will only note incident trends and will not include personal information. Please contact your provincial organization with questions.

### Gather All of Your Information

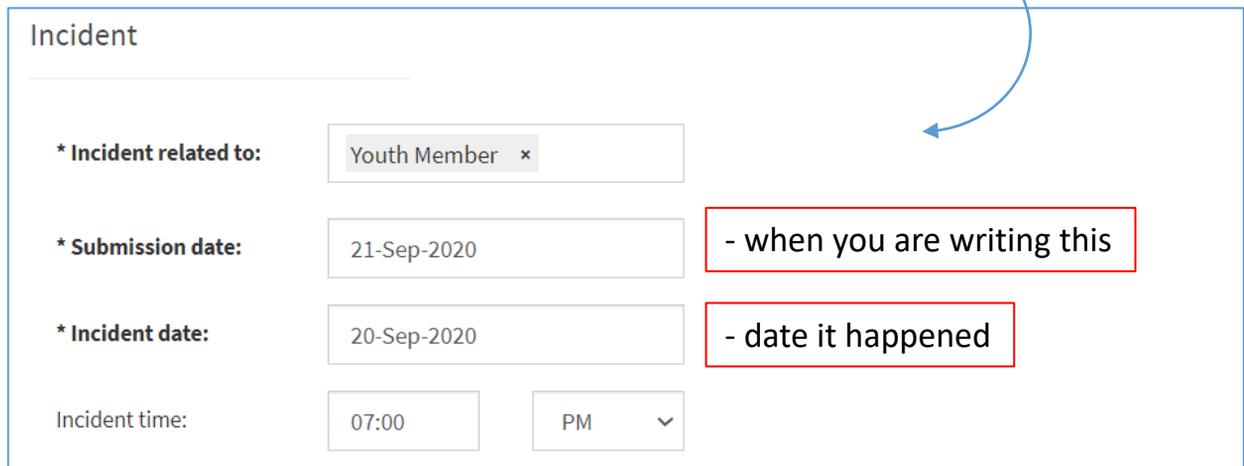
Please be sure to gather all the information you need (i.e. names, contact info, addresses) before filling out the form as there is no way to save a draft of your report. When you submit the incident report form, you will receive a confirmation email and the form will be submitted to the provincial organization you indicated. Authorized provincial personnel may request additional information and they will be able to make updates to the form.

### Filling Out the Form

First, provide details of when and where the incident occurred. Then, at the bottom of this page, you can add the contact details for any involved parties. For example, your details as the incident reporter, the trained leader supervising the activity or event, anyone involved/injured in the incident, and witnesses.

# Incident – who and when

- Fields marked with an \* must be completed to submit the form
- **Incident related to:** describe who was involved in the accident, injury or conduct concern. You may select multiple.
  - Adult Leader/Volunteer – trained leader, screened volunteer, chaperone acting in role
  - Family / Spectator – as visitors attending an event
  - Guest - invited judge, speaker
  - Property – damage at meeting location or to 4-H stuff
  - Staff
  - Youth Member – includes invited youth guests
  - Other



Incident

\* Incident related to:

\* Submission date:  - when you are writing this

\* Incident date:  - date it happened

Incident time:

# Incident – what happened

- **Incident type, Incident sub-type:** select one descriptor and then one or multiple sub-types. You'll be able to describe the incident in more detail further down the form, but this descriptor will help to support high-level reporting.
  - Allergic Reaction – environmental, food, insect / animal, medicine
  - Brand – negative media, animal activism, mis-use of brand
  - COVID-19 – symptoms or positive test, non-compliance to waiver or protocols
  - Environmental Health & Safety – fire safety
  - Fatality – death at an event
  - Illness – someone is sick, includes mental health, non-COVID illness
  - Inclusion – failure to accommodate or accommodation request
  - Injury – someone got hurt. An additional field will appear to indicate the **Injury Location** (i.e. upper body, head etc.)
  - Misconduct – abuse, bullying, drugs or alcohol, anything related to a Code of Conduct violation
  - Other – near miss, missing person, a complaint or concern that doesn't fit in the other categories
  - Security – theft, an alarm

* Incident type:	Allergic Reaction ▼	- Select one only
* Incident sub-type:	Insect/Animal ×	- Select multiple as appropriate

# Incident – describe incident and club involved

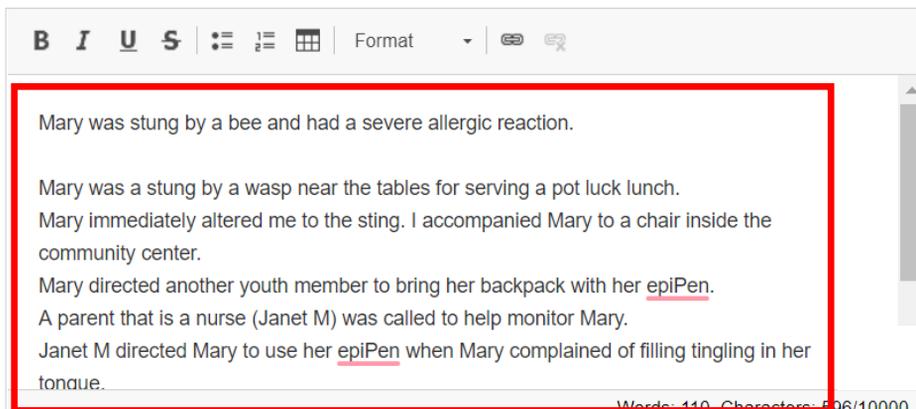
When providing details of the incident, keep the following in mind:

- Be brief
  - Start with a basic summary statement of the entire incident
  - Then list a chronological point form recount of facts
  - Witness accounts can be attached as a separate file. Leave details of first aid or other treatments to later sections.
- Be factual
  - Keep to the facts, rather than guessing or making a judgment
  - Focus on what you saw and heard. You may describe what you saw a youth member do, but do not comment on why you think they did it. An incident report is not an opportunity to assign blame.
- Be real
  - Use real names vs roles or other jargon
  - You'll provide full names and contact details in the Parties section at the bottom of the form

Please provide a detailed narrative of the incident including, but not limited to, the sequence of events, who was involved, and timing. Describe the activities, weather, and terrain if appropriate. Avoid subjective interpretations and only state the facts. Additional information or photos can be attached as files at the bottom of this form.

A detailed list of regions and clubs is not available for all provinces. If you do not see a particular club, then select 'Not in list' and you'll be prompted to type a club(s) name.

\* Describe incident in detail:



The screenshot shows a text editor interface with a red border around the text area. The text area contains the following text:

Mary was stung by a bee and had a severe allergic reaction.

Mary was a stung by a wasp near the tables for serving a pot luck lunch. Mary immediately altered me to the sting. I accompanied Mary to a chair inside the community center.

Mary directed another youth member to bring her backpack with her epiPen.

A parent that is a nurse (Janet M) was called to help monitor Mary.

Janet M directed Mary to use her epiPen when Mary complained of filling tingling in her tonae.

At the bottom right of the text area, it says "Words: 110, Characters: 596/10000".

# Incident – event and clubs involved

- **Name of event/program:** – type the name if it is a reoccurring event or program. For example: Dairy Days, Discovery Days etc.
- **Type of event:** select the best descriptor. For example: Club / project meeting, Achievement day, or Provincial program. This will help with high-level reporting.
- **Area/County/Region related to incident:** some provincial organizations have preloaded this drop-down list. If they are not showing for your province, select the 'All' option to load a list of Club(s) in the next field.
- **Club(s) related to incident:** this field may be preloaded with a list of clubs for your Area/County/Region or province. If your club is not listed, select 'Not in list' and you'll be prompted to type in a club name

Name of event/program:	<input type="text" value="C2C Fundraising BBQ"/>	
Type of event:	<input type="text" value="Fundraiser"/> ▼	
Area/County/Region related to incident:	<input type="text" value="Calgary"/> ▼	- Select one only
Club(s) related to incident:	<input type="text" value="Airdrie 4-H Beef &amp; Sheep Club"/> × <input type="text" value="Arrowwood River"/> × <input type="text" value="Wranglers 4-H Horse"/>	- Select multiple or 'Not in list'

# Incident – activities involved

All incidents are reviewed and used to make improvements to our safety procedures. By accurately selecting the Activity, we can produce helpful high-level reports. Once you choose a primary activity category, you'll then see a prompt to add additional information.

## Activities involved in incident:

- Animals & Agriculture – beef, dairy, farm machinery, gardening, goat, horse, poultry, rabbit, sheep, swine. Includes club meeting activities and shows.
- Aquatics – Canoeing, fishing, swimming
- Indoors – art & crafts, cooking, science & tech, square dancing, trades, wood working
- Outdoor Living – Archery, biking, camping, hiking, horse back riding, overnight camp, sports & games, timber sports, tug of war
- Winter – skating, curling, skiing, snowmobiling, snowshoeing, tobogganing
- Other

Activity

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Activities involved in incident:	<input type="text" value="Animals &amp; Agriculture x"/>	- Select one only
Animals & Agriculture - incident:	<input type="text" value="Other x Beef x"/>	- Select multiple or 'Other'
Other - incident:	<input type="text"/>	- When 'Other' is selected you can type your own descriptor

# Incident – where did it happen

By accurately describing where the location occurred, appropriate follow-up can be made with property owners and 4-H insurance. Provincial staff will facilitate the follow-up.

Location

Where did the incident or property damage occur:

- 4-H Leader Owned Property
- 4-H Property
- Other
- Private Property
- Rented Property

Ask your self, “Did it occur at”:  
A meeting at a leader’s farm  
A 4-H owned barn, camp, or office  
Visiting a local business  
A rented third-party camp

Name of property:

Property owner:

Owner contact details:

Property address line 1:

Property address line 2:

City:

Province:

Country:

Postal code:

# Incident – immediate actions taken

- **Describe immediate actions taken:** Provide the name of first aiders and details of treatment. Make note of time and any medications dispensed. Parents should be consulted prior to the administration of medication unless a medication plan (i.e. asthma inhalers, insulin, epi-pen) was signed by parents in advance.

**Actions Taken**

If an accident or illness occurred, provide details of first aid treatment and name of first aider(s) or emergency care that was required.

Describe immediate actions taken:

**B I U S** | | Format -

Jason P called 911.  
After receiving her epiPen, Mary continued to have swelling in her mouth and Janet M (nurse) was concerned about her airway.  
Local paramedics arrived quickly and transported Mary and myself to the hospital.  
Mary's parents were on their way directly to the hospital.

Words: 47, Characters: 282/10000

Emergency services contacted:  Yes  No

Non-emergency services visited:  Yes  No

- Select Yes if you called 911. You'll be prompted to provide more details.

- Select Yes if you visited an Urgent Care or Dr's office. You'll be prompted to provide more details.

- Provide contact details for any other medical attention received. This may be required to support an insurance claim.

# Follow-up – contacting parents

Parents should be contacted immediately if the youth is unable to continue with the program, emergency services are contacted, or additional care is required.

If care is needed during an overnight event it may be appropriate for the youth to return to the program, but parents must be kept updated.

Follow-up

Parent(s) contacted:  Yes  No

Parent(s) contacted on:

Parent(s) contacted at:

Parent(s) contact method:  - Indicate how parents were contacted

Did parent(s) acknowledge / respond:  Yes  No

Parent(s) comments:

**B I U S** | | Format |

Parents were informed of the situation and planned to meet the ambulance at the hospital.

Words: 14, Characters: 85/10000

# Follow-up – time away from program

Indicate how long the ill or injured person will be away from the program.

Provide details of decision making to keep the participant at the program or send them home.

Did the person miss time from the program/work:	<Select> ▼
Was involved person sent home:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Why were they not sent home:	<div style="border: 1px solid #ccc; padding: 5px;"><p><b>B</b> <i>I</i> <u>U</u> <del>S</del>        Format -    </p><div style="height: 150px;"></div><p style="text-align: right;">Words: 0, Characters: 0/10000</p></div>

# Follow-up – reporting to police

If the incident involved an accident, vehicles, or criminal activity provide the details of the police service that was contacted and details of the vehicles involved. Additional information or photos can be attached as files at the bottom of this form.

If the incident is related to a public health concern (such as COVID-19), child welfare, or animal welfare, please provide details of reports made to other authorities.

Reported to police:  Yes  No

Police service reported to:

Name or badge number of contact:

Police report number:

Date reported to police:

Additional police report comments:

**B I U S** | | Format

Words: 0, Characters: 0/10000

Cooperate with authorities and their investigation. Provide contact information in case it is needed for an insurance claim.

Vehicle involved:  Yes  No

License plate:

Vehicle owner:

Vehicle owner contact details:

Reported to vehicle owner's insurance:  Yes  No

Insurance information:

# Follow-up – reporting to other authorities

**Department reported to:** provide the name of the health authority (i.e. for a COVID concern or other outbreak) or animal welfare authority (i.e. animal abuse or outbreak)

Department reported to:	<input type="text" value="Ottawa Public Health"/>	<div style="border: 1px solid red; padding: 5px;">Cooperate with authorities and follow their direction.</div>
Department contact name:	<input type="text" value="Public Nurse Brown"/>	
Date reported to other authority:	<input type="text" value="21-Sep-2020"/>	
Additional reporting comments:	<div style="border: 1px solid #ccc; padding: 5px;"><p><b>B I U S</b>        Format -    </p><p>I reported to public health that a youth who attended a meeting 3 days ago, has now tested positive for <u>Covid</u>.</p><p>Nurse Brown asked for our attendance and contact information for the meeting. The health unit will reach out directly to those that attended the meeting.]</p><p style="text-align: right;">Words: 46, Characters: 263/10000</p></div>	

# Parties – add details of those involved

## Contact and Additional Incident Information

To complete the incident report, add contact information for parties involved and any supporting files.

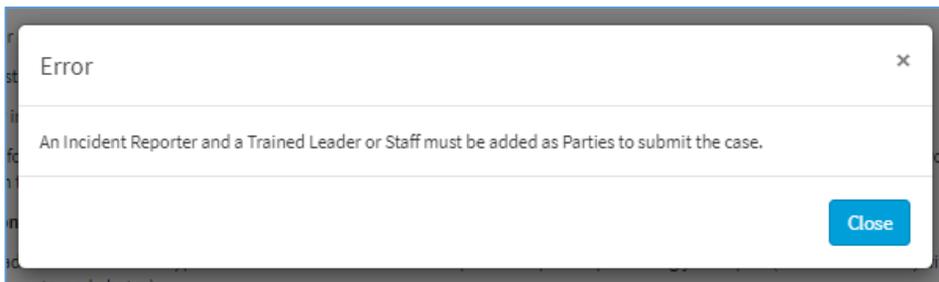
### Adding Parties

The following parties and their contact information must be added:

- an incident reporter (your information),
- a trained leader or staff that was overseeing the event/program/club
- anyone involved or injured, for example, a youth member, adult volunteer, family, spectator, guest, or witness.

Start by adding your information as the reporter, click the + button in the Parties section and select Party Type: Incident Reporter. After entering your information, click the Save button in the Parties section and you'll see your name added to the Parties list. Follow the same steps to add the other parties.

- Reports may be submitted by concerned youth, parents, or the public. Include your information as the Incident Reporter and include the Trained Leader or Staff supervising the event / program.
- If you try to submit the Incident Report without entering the required parties, you will see an error message:



Parties >				
<input type="checkbox"/>	Party Type	First Name	Last Name	
<input type="checkbox"/>	Trained Leader	Jason	P	
<input type="checkbox"/>	Witness	Janet	M	
<input type="checkbox"/>	Youth Member	Mary	Kid	
<input type="checkbox"/>	Incident Reporter	Jen		

A confirmation email will be sent to the Incident Reporter if you entered an email address.

# Upload File

You can upload any files related to the incident:

- Copies of police reports
- Photos taken of property damage or vehicles involved (please be sensitive to the privacy of anyone that is injured and ask for their permission)
- Witness statements. They may write the statement by hand and you can upload a picture.

Once the Incident Report is received by provincial staff they may reach out for additional information and there is a process for emailing additional files.

Upload File: **0 of 10 Attachments**

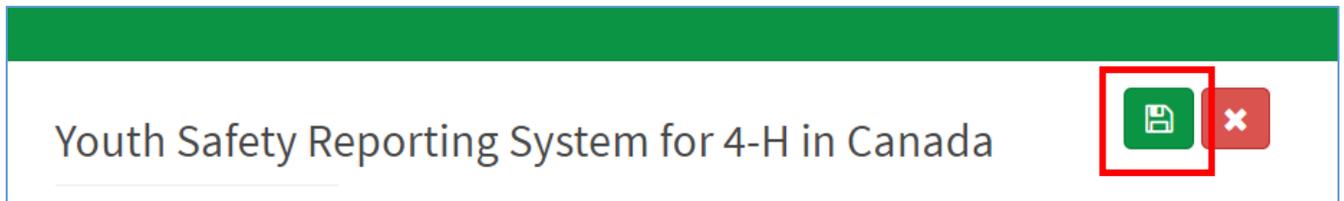
 Drop files here to upload

or

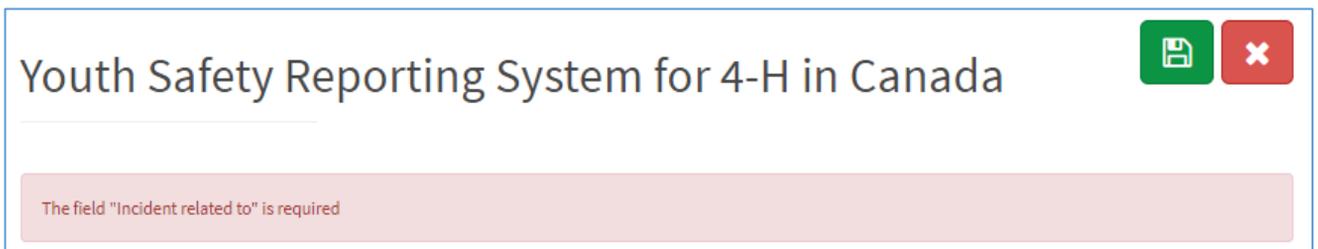
[Upload a File from your Computer](#)

# Submit the Incident Report

- Scroll to the top of the page and click the green Submit button in the upper right corner.



- If you've missed any mandatory fields (marked with \*) or parties, an error message will be displayed, and the missing information will be marked.



Incident

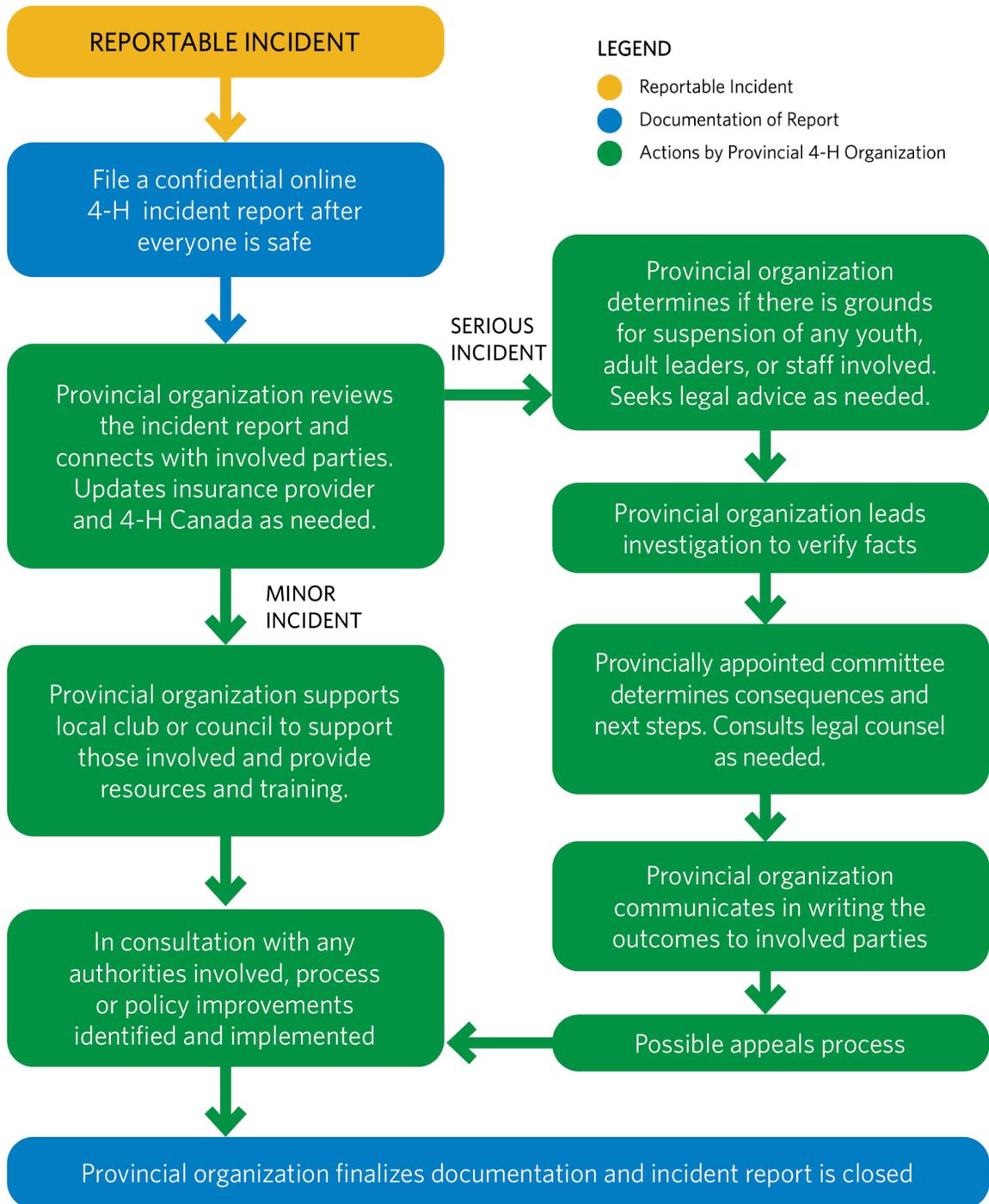
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\* Incident related to:  **Required**

- Correct what is missing and click Submit again. When the form is successfully submitted, you'll see a message across the top of the form. A confirmation email will also be sent to the Incident Reporter if an email was provided in the Party section.

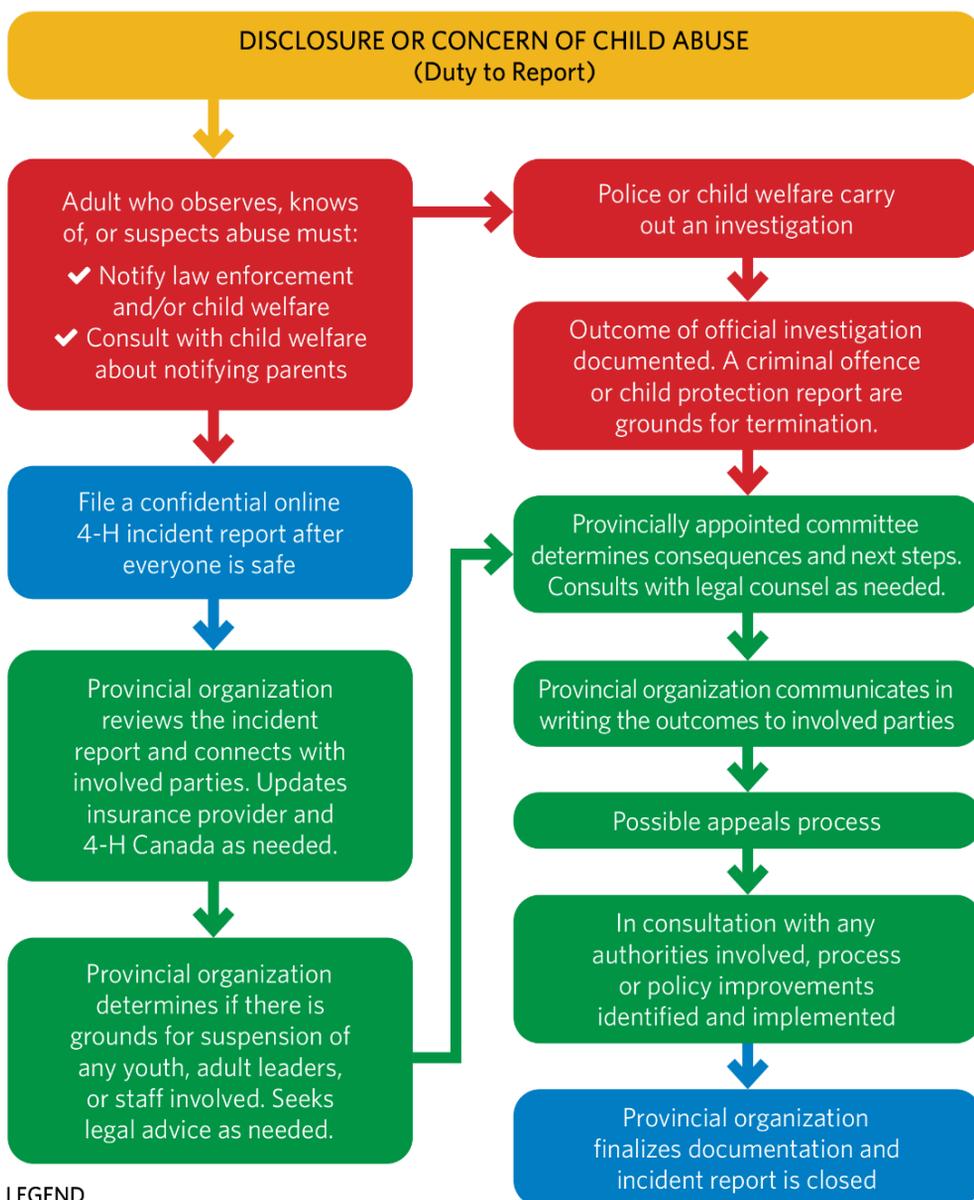
# What happens after the report is submitted?

Provincial staff will review every form that is submitted and will determine next steps.



# Reporting abuse

The safety of all children must always be ensured in the process of reporting abuse. 4-H Canada guidelines are based on the best practices developed by the Canadian Centre for Child Protection.



**LEGEND**

- Reportable Incident
- Documentation of Report
- Actions by Provincial 4-H Organization
- Actions by Authorities