Incident Management Procedure Flowchart

INCIDENT REPORTED

YOUTH PROTECTION OR SAFETY INCIDENT

YOUTH PROTECTION

- Create ScoutSafe file
- Suspension Required?
  - YES
    - Suspend Member
    - Communicate to authorities, Commissioners, Scouters, parents (as required)
    - Review
    - Report to NRB
    - NRB decides to reinstate or terminate
    - Notify member of decision
    - Communicate to Commissioners, Scouter, parents (as required)
    - **CLOSE SCOUTSAFE FILE**
  - NO
    - Provide (as required):
      - Assistance
      - Resources
      - Performance Management / Discipline
    - Follow Performance Coaching / Management / Discipline Procedure Flow
    - **CLOSE SCOUTSAFE FILE**

BULLYING OR HARASSMENT

- See Bullying and Harassment Procedure

PERSONAL INJURY OR OHS INCIDENT

- Create ScoutSafe file (report to Safe Scouting)
- Safe Scouting Triage Incident
- Categorize incident for follow-up and communication
- Conduct incident review or finalize report
- Communicate lessons learned
- **CLOSE SCOUTSAFE FILE**

SCOUTER PERFORMANCE/BEHAVIOUR ISSUE, OR CODE OF CONDUCT VIOLATION

- IS INCIDENT SERIOUS?
  - YES
    - In consultation with Supervising Scouter/RM go directly to either: Verbal Warning / Written Reprimand or Membership Under Review / Suspension
  - NO
    - Performance Coaching
    - Email Scouter

PERFORMANCE MANAGEMENT/DISCIPLINE

- 1ST INCIDENT Verbal Warning → Document in Performance Management file (email to CK3 & Safe Scouting*)
- 2ND INCIDENT Written Reprimand → Document in Performance Management file (email to CK3 & Safe Scouting*)
- 3RD INCIDENT Reassign role or escalate to Membership Under Review (via Safe Scouting) → Document in Performance Management file (email to CK3 & Safe Scouting*)
- Send finalized document to Safe Scouting for records (via Safe Scouting)

ALL OTHER COMPLAINTS

- See Complaints Procedure

* Safe Scouting will add to ScoutSafe and provide archive / ID number

Note: When a volunteer has their Membership Under Review, the accountable CK3 should ensure that all documentation is completed and provided to Safe Scouting for NRB within a 30-day period.

SCOUTS CANADA

Scouts.ca/Safety