

Incident Reporting Quick Reference Guide

Updated December 2023



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Introduction to Incident Reporting

Regardless of best intentions, accidents can happen - as well as conflicts or behaviours that you need assistance to address. When these situations come up, to best support everyone involved, please complete a confidential incident report and submit it to your provincial organization.

Online

- A link to the **Youth Safety Reporting System at 4-H in Canada** can be found at 4-h-canada.ca/youth-safety and through your [provincial organization's 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.

Two-Way Portal

The two-way portal allows you to log back into the system, review your submitted cases and add notes or files to the case.

Staff reviewing your case will also be able to share notes and files with you.

If you are a returning user, you can log in to your existing account or simply start a new case. If you have not created an account or are not logged in, you will be prompted to create an account or log in at the bottom of the form submission.

You may choose to remain anonymous even if you have logged in. If you choose to remain anonymous, you can still exchange notes and files with 4-H staff, but staff will not see your identity.

Logging into Existing Account

To review any updates on your submissions, you can return to <https://4h-canada.i-sight.com/portal> and scroll down to log in using your user name and password. Once logged in, you cannot edit previous submissions, but can access all your cases , review any notes added by staff, or add your own a note or file.

Adding or Viewing Notes and Files

To add a note or file, select the case, click on Notes or Files, and then on Add Note or Add file. Complete the page and click the save button to update.

To view a note or file, select the case, click on Notes or Files, and select the note or file.

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 violating 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	Incident Report Required?
Observe, know, or suspect child abuse or that a child is in harm’s way.	Always notify authorities first. Then complete an incident report if 4-H leaders or youth are involved.
Misconduct related to: <ul style="list-style-type: none"> • Mishandling of finances • Breaking federal or provincial law • Using drugs or alcohol at a 4-H youth event 	Always Refer to 4-H in Canada Youth Safety Policy Manual : <ul style="list-style-type: none"> • Misconduct Policy
Failure to uphold policy: <ul style="list-style-type: none"> • Breach of confidential personal, health, or financial information 	Always Refer to 4-H in Canada Youth Safety Policy Manual : <ul style="list-style-type: none"> • Safety Assessment and Management Policy

<ul style="list-style-type: none"> Youth or adult is excluded from participating Failure to implement youth supervision practices (i.e. Rule of Two) 	<ul style="list-style-type: none"> Inclusion Policy Supervision Policy 	
Risk to 4-H reputation and image	Always	
Issue	Address Locally	Incident Report Required?
Concerning actions , such as: <ul style="list-style-type: none"> Disrespectful speech, action, or behaviour Unsportsmanlike conduct Failure to provide appropriate animal care 	If able to address the issue at club or event with quick resolution or corrective coaching.	If this is a repeated issue or behaviour raises safety concerns.
Accident or illness involving any participants.	If very basic first aid treatment provided. A note on treatment is given to parents.	If there is an illness, injury, or mental health concern, or if a vehicle is involved.
Property damage	If it is easily repaired.	If it is unexpected, and/or may involve insurance.
Issue	Alternative Resolution Process	
Interpersonal conflict between youth or adults.	If conflict or grievance is related to misconduct, use the table above to determine if an incident report is required. Otherwise try to resolve at club or event first. Provincial conflict and grievance protocols offer tips and next steps if further support is needed. If this does not resolve the conflict or grievance, reach out to the provincial office for support.	

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 to make 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.

What Types of Incidents Don't Require an Incident Report?

Examples of incidents that don't require an Incident Report are:

- 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 member a 'marshmallow head' at campfire.
- A member drops the lead on their animal, but it is secured again without incident.
- A woodworking tool breaks due to normal wear and tear.

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 it for quick access. **Note:** you must have internet or cellular data access to complete the form and submit it. You can't save a partially completed form.

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



The screenshot shows the web interface for the Youth Safety Reporting System for 4-H in Canada. The page has a green header with the 4-H logo on the left and a small icon on the right. Below the header, the title "Youth Safety Reporting System for 4-H in Canada" is displayed in a large, dark font. To the right of the title are two buttons: a green "Save" button with a floppy disk icon and a red "Close" button with an "X" icon. Below the title, there is a "Capture" section with a horizontal line. Underneath, there are two required fields, each with a dropdown menu: "* Form type:" and "* Organization:". Both dropdown menus currently show "<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 describe important fields 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 * must be completed to submit the form.
- Under 'Incident related to:' describe who was involved in the accident, injury, or conduct concern. You may select multiple options:
 - Adult Leader/Volunteer – trained leader, screened volunteer, and/or chaperone acting in a leadership role

- Family/Spectator – visitors attending an event
- Guest - invited judge, speaker, etc.
- Property – damage at meeting location or to 4-H materials, equipment, etc.
- 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 – Type

Incident type, Incident sub-type: select one descriptor and then one or more 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, misuse 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 illnesses).
- Inclusion – failure to accommodate or meet an 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 any other category.
- Security – theft, an alarm.

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

Incident – Details & Participants

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

Be brief

- Start with a basic summary statement of the entire incident.
- Next, 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 accurate

- Use real names vs. roles or other jargon.
- 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:

B I U S | | | | Format | |

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 tonque.

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Incident – Event & Club(s) 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 pre-loaded this drop-down list. If locations 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 pre-loaded 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 & Sheep Club"/> x <input type="text" value="Arrowwood River Wranglers 4-H Horse"/> x	- Select multiple or 'Not in <u>list</u> '

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 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, horseback riding, overnight camp, sports & games, timber sports, tug of war
- Winter – skating, curling, skiing, snowmobiling, snowshoeing, tobogganing
- Other

Activity

Activities involved in incident: - Select one only

Animals & Agriculture - incident: - Select multiple or 'Other'

Other - incident: - When 'Other' is selected you can type your own descriptor

Incident – Location

By accurately describing where the incident 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

Name of property:

Property owner:

Owner contact details:

Property address line 1:

Property address line 2:

City:

Province:

Country:

Postal code:

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

Incident – Immediate Actions Taken

Describe immediate actions taken: Provide the name of anyone who provided first aid and details of the treatment. Make note of any medications that were dispensed, and the time they were administered. 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 contacts for any other medical attention that was given. 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: 20-Sep-2020

Parent(s) contacted at: 07:00 PM

Parent(s) contact method: Cell phone

- 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 on how the decision was made to either keep the participant at the event or activity, 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:	<p>B <i>I</i> <u>U</u> S Format - </p> <p>Words: 0, Characters: 0/10000</p>

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 is it 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 the outbreak of a reportable disease) or animal welfare authority (i.e. animal abuse or outbreak of a reportable disease).

Department reported to:	<input type="text" value="Ottawa Public Health"/>	Cooperate with authorities and follow their direction.
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 I U S 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> </div>	
Words: 46. Characters: 263/10000		

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.

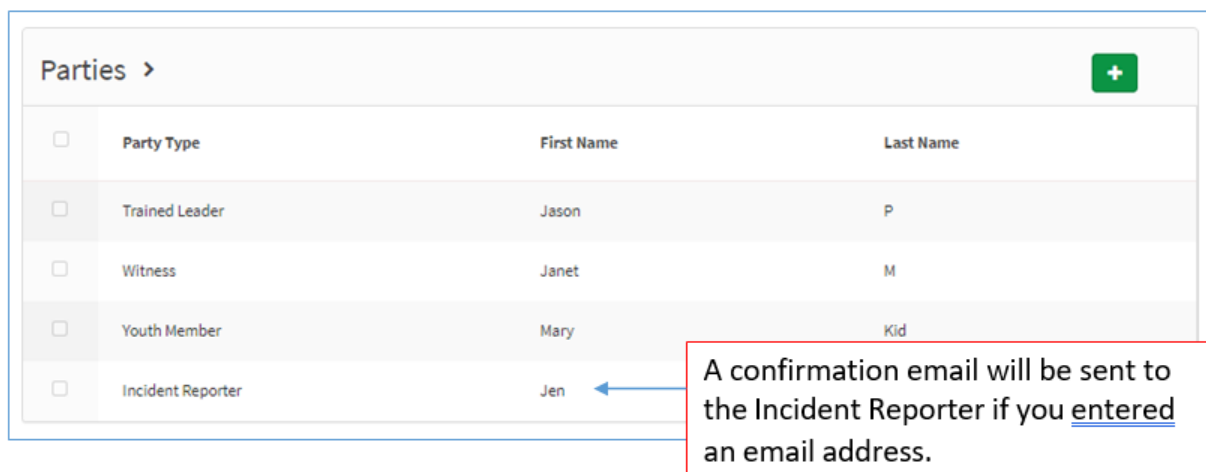
Adding Parties

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 red-bordered callout box with a blue arrow pointing to the "Jen" entry in the "Incident Reporter" row. The text inside the callout reads: "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 who 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, as 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.

Youth Safety Reporting System for 4-H in Canada 

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

Youth Safety Reporting System for 4-H in Canada 

The field "Incident related to" is required

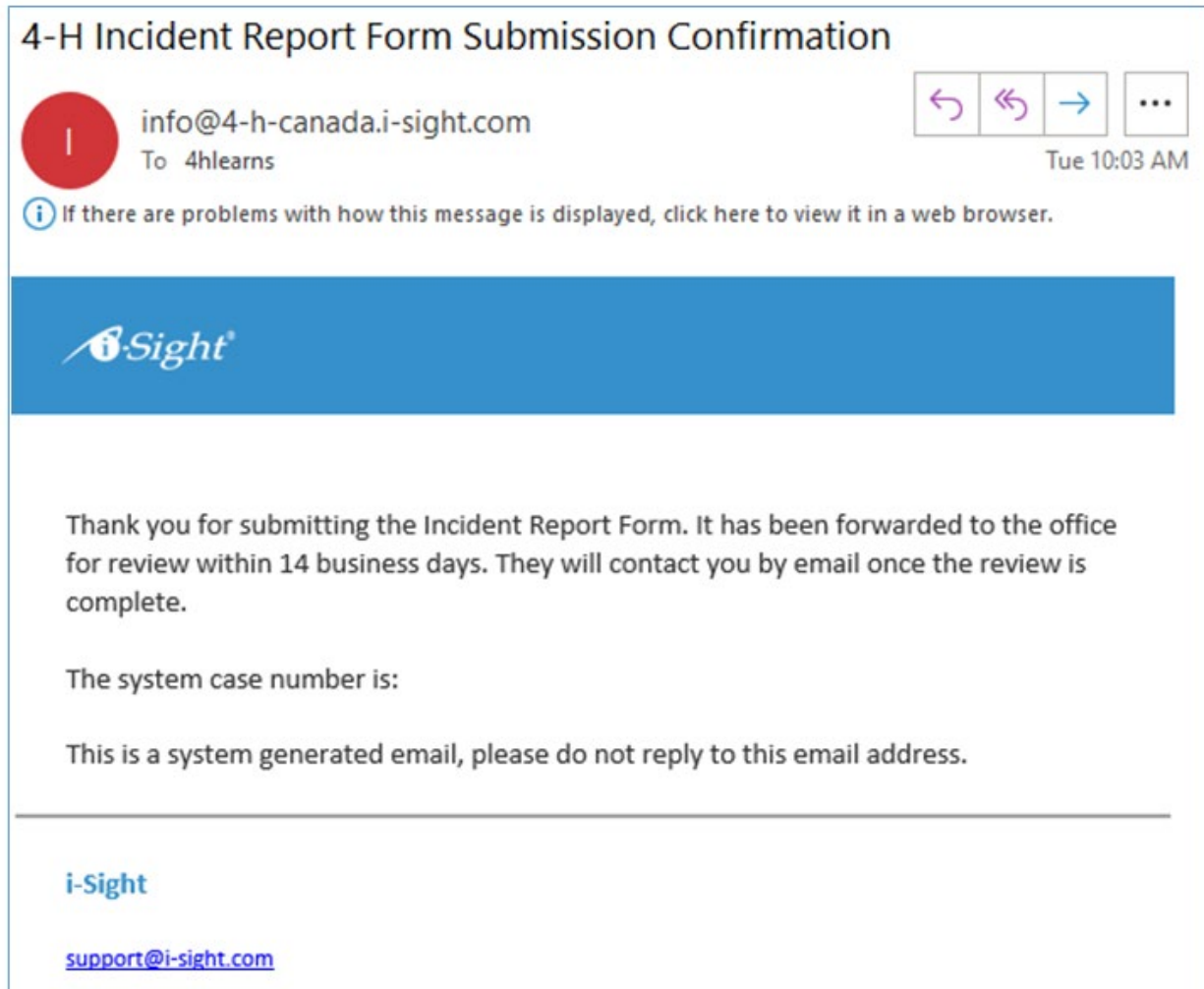
Incident

* Incident related to: Required

- Complete any missing fields 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.

Confirmation of Submission

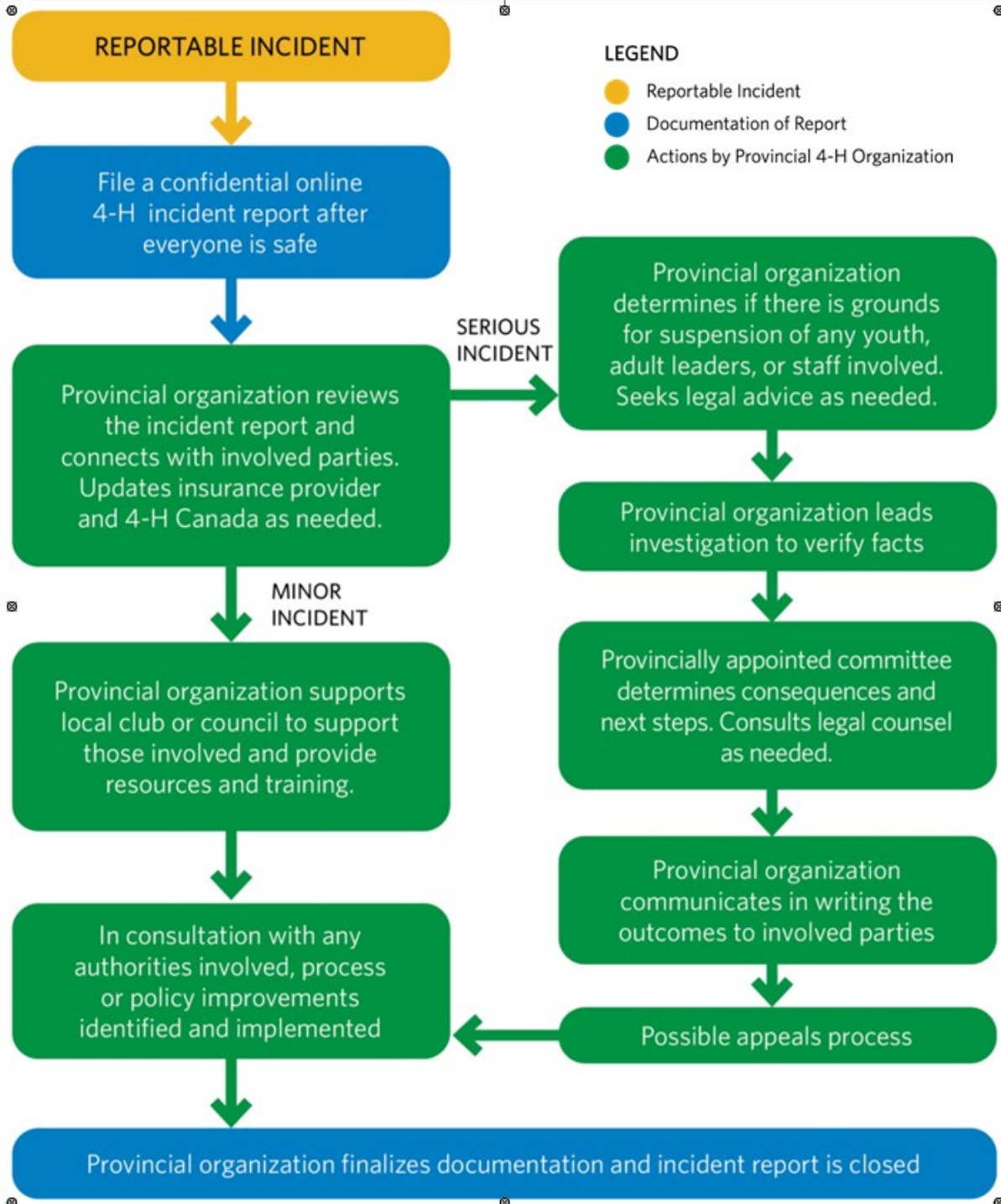
- If you entered your email as the incident reporter on the form, then you will receive a confirmation email.



What Happens After the Report is Submitted?

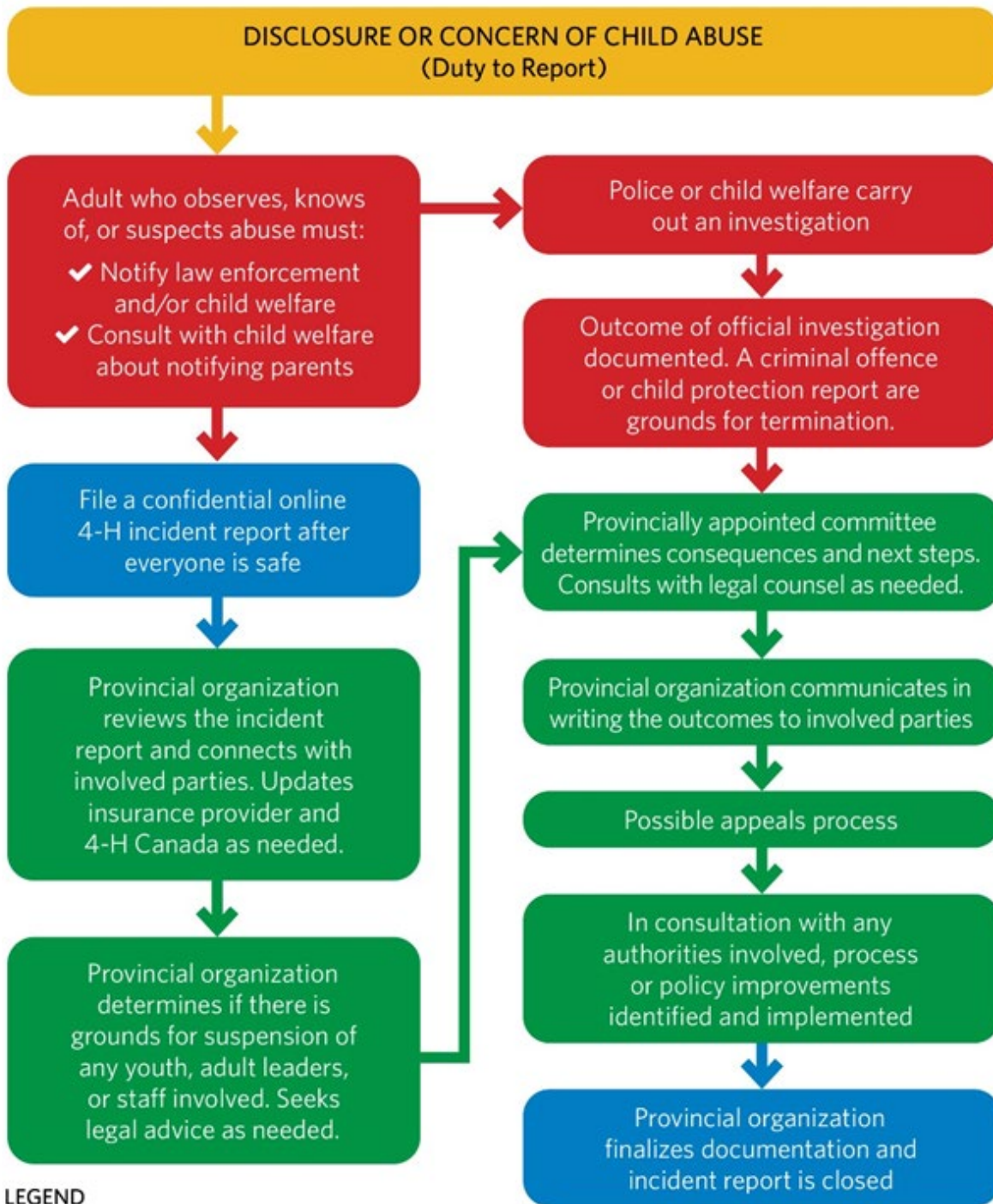
Provincial staff will review every form that is submitted and will determine next steps.

You can add and review any notes or files by logging in to the two-way portal (see page 2 of this document).



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