





Youth Incident Reporting Summary Table for Program Supervisors and Staff

Level	Risk	Type of Incident	Who's Notified	Family Contact
 Level 1	Low	Behavior management	Program Supervisor	Optional
 Level 2	Medium	Repeated or elevated disruption or boundary issues	Program Supervisor Protection of Minors Office VCU PD, if applicable	Within 24 hours
 Level 3	High	Non-emergency safety concern or policy violation	Program Supervisor Protection of Minors Office VCU PD Title IX, CPS, Threat Assessment Team - as applicable	As soon as possible after ensuring child safety
 Level 4	Critical	Emergency response	VCU PD or 911 Leadership Protection of Minors Office Title IX, CPS, Threat Assessment Team - as applicable	As soon as possible after ensuring child safety

Youth Incident Reporting and Escalation Table for Program Supervisors and Staff

Level	Type of Incident	Examples	Initial Response	Follow-Up / Escalation Actions
● Level 1: Low	Behavior manageable within Program	<ul style="list-style-type: none"> Not following instructions Name-calling Brief wandering Mild defiance Verbal peer conflict Minor rule-breaking 	<ul style="list-style-type: none"> Calm redirection Reinforce expectations Document incident within Program 	<ul style="list-style-type: none"> Inform the Program Supervisor or lead on staff Monitor for patterns <ul style="list-style-type: none"> If pattern, then create a behavioral plan. If an isolated incident, provide positive reinforcement for appropriate behaviors. Notify family at discretion
● Level 2: Medium	Disruptive behavior or boundary issue	<ul style="list-style-type: none"> Repeated teasing, bullying or harassing Conduct violations such as inappropriate use of phone/camera, language or refusing to comply with directions Emotional outbursts Staff supervision lapse 	<ul style="list-style-type: none"> Separate youth calmly Address behavior privately Document incident Notify Program Supervisor 	<ul style="list-style-type: none"> Follow progressive disciplinary procedures Notify parents within 24 hours Submit Youth Program Incident Report Possible removal from activities pending review Notify VCU PD at discretion, for de-escalation or increased presence.
● Level 3: High	Major safety concern or policy violation	<ul style="list-style-type: none"> Physical aggression Inappropriate touch or exposure Abuse or neglect disclosure Staff misconduct (e.g., grooming) Serious behavior causing harm 	<ul style="list-style-type: none"> Ensure immediate safety Immediately interrupt grooming or red-flag behaviors Provide compassionate response to abuse disclosures Call VCU PD (828-1234)/ 911 Notify the Program Supervisor Do not investigate 	<ul style="list-style-type: none"> Follow progressive disciplinary procedures Remove involved individual(s) Follow mandated reporting procedures Submit Youth Program Incident Report Program Supervisor to notify family after youth safety is secured Submit report to Title IX, Threat Assessment Team, as applicable.
✳ Level 4: Critical	Emergency or life-threatening situation, Child Protective Services call	<ul style="list-style-type: none"> Missing child Seizure or serious medical event Suicidal ideation Abuse or neglect requiring Child Protective Services Environmental emergency (tornado, etc.) 	<ul style="list-style-type: none"> Do not investigate Call VCU PD or 911 (911 faster for medical emergency) Secure other youth Alert Program Supervisor Preserve scene 	<ul style="list-style-type: none"> Immediate mandated reporting Program Supervisor to notify family after youth safety is secured Submit Youth Program Incident Report Submit report to Title IX, Threat Assessment Team, as applicable.

Key Guidance

- These charts are intended as general guidance, but it should not be used to discourage taking any action that a university employee deems in the exercise of their judgment is necessary in determining how to respond to a particular situation and which campus or other authorities to notify.
- Always prioritize youth safety and emotional well-being.
- Use developmentally appropriate communication when responding.
- VCU Police (804-828-1234) can be called anytime the Program needs additional support, even if the incident is not criminal behavior. PD can provide de-escalation by their mere presence and has been trained on crisis intervention. PD can assist mediating the situation or notifying the family, if needed.
- Documentation is essential at all levels – use internal tracking for Level 1, formal incident reports for Levels 2 – 4 to Protection of Minors Office, VCU PD, CPS, Title IX, as applicable.



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Documentation and Contact Example Reference for Program Supervisors

Incident Example	When to Notify	What to Say (Example Script)	What Not to Say	What to Document
Injury that left a mark (e.g. fall, bump, scratch)	Same day, as soon as feasible	<i>"Hi [Parent], this is [Staff Name] with [Program Name]— your child is currently safe. I just wanted to let you know that [Child's Name] fell while running and scraped his knee. We gave him a bandage, and some ice, and he was fine, but I wanted to make you aware."</i>	Do not downplay the injury or speculate beyond what was seen.	<ul style="list-style-type: none"> • Time and location • How injury occurred • First aid given • Notification time and staff making call
Peer-related incident (e.g. inappropriate use of phone, pushing, altercation)	Same day	<i>"Hi [Parent], this is [Staff Name] with [Program Name]. I'm calling to make you aware that [Child's Name] was pushed by another child and fell. An adult saw it and intervened. [Child] was offered ice and said they were okay. Just wanted you to know."</i>	Never name the other child; do not share disciplinary action taken with others.	<ul style="list-style-type: none"> • Description of incident • Supervision present • How issue was addressed • Notification of all families
Sexual comments or touching (inappropriate)	Immediately after ensuring the child is safe	<i>"Hi [Parent], I'm calling to inform you about an incident that occurred involving [Child's Name] that we are addressing immediately. [Brief factual description]. We're following our protocol and have notified the appropriate offices. We will keep you updated."</i>	Do not share other children's identity. Do not speculate on intent. Do not promise outcomes.	<ul style="list-style-type: none"> • Who reported or witnessed • What was said/done • Immediate response • Authorities notified (if applicable)
Illness or vomiting	Same day, even if child remains on site	<i>"Hi [Parent], this is [Staff Name] with [Program Name]. I'm calling to let you know that [Child's Name] gagged while eating and vomited, but has no other symptoms and says they feel fine. We just wanted to make you aware."</i>	Do not diagnose or speculate about medical conditions.	<ul style="list-style-type: none"> • Symptoms observed • Actions taken • Whether child stayed or went home • Notification details
Serious behavior issue (e.g. aggression, harm)	Same day; sooner if safety issue	<i>"Hi [Parent], this is [Staff Name] with [Program Name]. I'm calling to let you know that there was a behavioral incident involving [Child's Name] today. [Brief, factual description]. We addressed it and will follow up with next steps as needed."</i>	Don't label the child negatively (e.g., "out of control"). Avoid speculation about cause or diagnosis.	<ul style="list-style-type: none"> • Behavior observed • Staff response • Others involved (no names) • Safety measures and follow-up plan

Staff Training Tips for Incident Escalation

<p>1. Know the Levels</p> <ul style="list-style-type: none"> • Review the escalation chart regularly with staff • Use real-life scenarios with generic details during training to help staff practice identifying the correct levels. 	<p>6. Communicate Thoughtfully with Families (primarily Program leaders)</p> <ul style="list-style-type: none"> • Be transparent but respectful of privacy. • Never share identifying information about other youth. • Use the sample scripts as a guide, but personalize with empathy.
<p>2. Prioritize Safety First</p> <ul style="list-style-type: none"> • Always ensure the physical and emotional safety of all youth before taking further steps. • In Levels 3 and 4, remove the youth from harm and secure the environment immediately. 	<p>7. Know When to Escalate</p> <ul style="list-style-type: none"> • If unsure, err on the side of caution and consult your Program Supervisor or Protection of Minors Office. • Don't delay reporting serious or emergency incidents.
<p>3. Stay Calm and Neutral</p> <ul style="list-style-type: none"> • Respond with a calm tone and body language. • Avoid reacting emotionally, even in high-stress situations. 	<p>8. Practice Role-Playing</p> <ul style="list-style-type: none"> • Simulate different levels of incidents during training. • Practice making phone calls to families and emergency services using the sample language
<p>4. Use Developmentally Appropriate Language</p> <ul style="list-style-type: none"> • Tailor your communication to the child's age and understanding. • Avoid using labels like "bad" or "troublemaker." 	<p>9. Understand Mandated Reporting</p> <ul style="list-style-type: none"> • Know your legal obligations for reporting abuse or neglect. • Ensure all staff are trained annually on mandated reporting procedures.
<p>5. Document Promptly and Accurately</p> <ul style="list-style-type: none"> • Use objective, factual language. • Include time, location, what was observed, and actions taken. • For Levels 2–4, complete formal incident reports. 	<p>10. Debrief and Support Each Other</p> <ul style="list-style-type: none"> • After incidents, hold a debrief with staff • Offer emotional support and review what went well and what could improve.