

# PP-6 Saskatchewan 4-H Risk Management

<b>6.2 Misconduct and Incident Reporting</b>	Origin / Last Revised:	Next Revision:
	January 2021	January 2023
	References:	
	Codes of Conduct, 4-H Canada Youth Safety Policies	

4-H has an open-door policy for reporting concerns of misconduct, abuse, or neglect and takes all claims very seriously. As a youth-serving organization, 4-H is committed to ensuring youth, leader, and staff safety. The purpose of this document is to align with the 4-H in Canada **Youth Safety Policies Misconduct Reporting Policy**.

## 6.2.1 When to file an Incident Report

Use the below table to determine when an Incident Report is required. Incident reports are reviewed by authorized provincial staff. They will advise on next steps and will notify 4-H Canada as required.

### Youth Safety Policy Appendix A: When to Report Incidents for 4-H in Canada

Use the below table to determine when an Incident Report is required.

Issue	Incident Report Required	
Observe, know, or suspect <b>child abuse or a child is in harm's way</b> .**	<b>Always notify authorities first.</b> Then complete an incident report if 4-H leaders or youth are involved.	
<b>Misconduct</b> related to: mishandling of finances, breaking federal or provincial law, using drugs or alcohol at a 4-H youth event.	Always.  Refer to <b>4-H in Canada Youth Safety policy manual: Misconduct Policy</b>	
<b>Failure to uphold policy:</b> breach of confidential personal, health, or financial information youth or adult is excluded from participating failure to implement youth supervision practices (i.e. Rule of Two)	Always.  Refer to <b>4-H in Canada Youth Safety policy manual: Safety Assessment and Management Policy Inclusion Policy Supervision Policy</b>	
<b>Risk to 4-H reputation and image.</b>	Always.	
Issue	Address Locally	Incident Report Required
<b>Concerning actions</b> , such as disrespectful speech, action, or behaviour unsportsmanlike conduct not providing 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.

<b>Accident or illness</b> involving any participants.	If very basic first aid treatment provided. A note on treatment is given to parents.	If there is an illness, injury, mental health concern, or if a vehicle is involved.
<b>Property damage.</b>	If it is easily repaired.	If it is unexpected, may involve insurance.
<b>Issue</b>	<b>Alternative Resolution Process</b>	
<b>Interpersonal conflict</b> between youth or adults.	If conflict or grievance is related to misconduct, use the table above to determine if an incident report is required.	
<b>Grievance</b> about a 4-H project or program decision.	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.	

\*\*Where abuse or neglect is disclosed or suspected, reporting to provincial authorities is mandatory as dictated by Provincial law. Refer to the **Duty to Report Policy** in the Youth Safety at 4-H in Canada Policy Manual, for policy on reporting suspected abuse to local authorities. When abuse is reported to authorities by 4-H leaders or staff, an incident report must also be filed with 4-H.

## 6.2.2 How to file an Incident Report

Trained Volunteers and staff have a responsibility to document concerns. Reports may also be submitted by concerned youth, parents, or the general public.

The purpose of the Incident Report is to ensure 4-H has details of the incident should questions arise, and to ensure that preventative measures can be put in place for the future if appropriate.

Leaders and staff involved are to file an incident report to 4-H Saskatchewan directly, using the form available at <https://www.4-h.sk.ca/tools-for-clubs.html> :

**4-H Saskatchewan has not adopted the 4-H Canada Online Incident Reporting Process.** Please send forms directly to 4-H Saskatchewan, not at <https://4-h-canada.ca/youth-safety>

**4-H Canada Incident Reporting Quick Reference Guide** More information on reporting an incident can be found at: [https://4-h-canada.ca/sites/default/files/risk-management/youth-safety/4-h\\_incident-reporting-quick-reference-guide.pdf](https://4-h-canada.ca/sites/default/files/risk-management/youth-safety/4-h_incident-reporting-quick-reference-guide.pdf)

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## 6.3 4-H Saskatchewan Incident Report Management

Origin / Last Revised: Next Revision:

May 2018

May 2019

References:

Codes of Conduct, Conflict Resolution Procedure, Process for Correcting Concerning Behaviour

### 6.3.1 When an Incident or Issue Occurs

When an incident or issue occurs.

#### 1. Local Incident Response:

- a. Ensure the immediate safety of all participants
  - Considering the priorities of life, e.g., breathing, bleeding, shelter, warmth
  - Moving to a less dangerous location
- b. If a medical emergency, contact emergency services if required.
- c. Notifying the Program Committee (in a non-medical emergency. If a participant is lost, this might be the first step).

#### 2. Incident Report

See Section 6.2.1 Misconduct & Incident Reporting on when to complete an incident report.

If it is determined that an incident report is filed, the staff, trained leader, volunteer, or another adult that is closest to the incident must complete the Incident Report.

When it is safe to do so, they must complete the paper incident reporting form or enter the details directly in the online form.

#### 3. Local Incident Management:

- a. Complaints should always be addressed with a discussion first. Regional or provincial staff can help to support this process.
- b. If the incident is related to a disclosure or concern of abuse, the chaperone or programming staff that received the disclosure must report directly to child protection authorities.
- c. The Program Committee shall:
  - For serious or critical incidents, the incident reporter should alert the designated provincial staff immediately.
  - Identify the people and agencies that should be notified, e.g., parent(s) or guardian(s), police. Choose one person to contact these people.
- d. Where required, members of the club or program committee will work with cooperate with 4-H Saskatchewan representatives investigating or documenting the incident.



### 6.3.2 4-H Saskatchewan Misconduct & Incident Management Process

The Misconduct & Incident Management Process is overseen by the Executive Director of 4-H Saskatchewan, the Risk Management Committee, and ultimately the Board of Directors of 4-H Saskatchewan

4-H Saskatchewan will review all incident reports within 2 business days and will act promptly to ensure incidents of misconduct are responded to with the best interests of all parties concerned in mind.

When an incident report is received by the Provincial 4-H Office

1. The Incident Report is received and reviewed by authorized staff members, who will:
  - a) Connect with involved parties to confirm receipt of the incident report within 48 hours
  - b) Determine a classification and respond accordingly
  - c) Complete further investigation, verification of facts of the allegations and collect documentation
  - d) Review crisis communications protocols for any incidents where there is potential for negative media, social media, or public attention
  - e) Contact the 4-H insurance provider or 4-H Canada where necessary
  - f) Ensure that the authorities were notified, where appropriate.
    - i. Depending on the situation, the person submitting the incident report could be instructed to contact the relevant authority (police, child services, animal welfare)
    - ii. If the incident is related to a disclosure or concern of abuse, the volunteer or staff member that received the disclosure must report directly to child protection authorities.
  - g) Determine what key stakeholders (eg. event sponsors, event coordinator) need to be notified of the change in status where the health and safety of members, youth and staff is relevant.
2. Develop recommendations for action/resolution:
  - a) Where an incident is minor, 4-H will strive for an outcome involving coaching and mentoring following the Conflict Resolution Procedure and/or Process for Correcting Concerning Behavior before considering strict consequences.
  - b) A 4-H staff member may be assigned to support local club or district council with mediation, conflict resolution, coaching, training, and support of the parties involved to support those involved in and provide resources and training.
  - c) Recommendations for new or revised preventative measures
  - d) Recommend retraining
  - e) Recommend a consequence
  - f) Recommend temporary suspension or termination of an individual
3. For more serious issues the incident will be escalated to the Board of Directors to:
  - a) Form an Incident Management Committee to make recommendations for action.
  - b) The Incident Management Committee has the authority to recommend that the board:
    - i. issue a temporary suspension of 4-H members, family members, volunteers, staff, or guests while a review of the incident and verification of facts of the allegations is conducted.

- c) Following the review of the incident, the Incident Management Committee will communicate the result of their review and recommended actions to the individual in question and the individual who filed the incident report. These may include:
  - i. require retraining on 4-H Canada Code of Conduct expectations
  - ii. issue a set of expectations from 4-H Saskatchewan for positive reengagement.
  - iii. issue an appropriate consequence (e.g. not able to apply for award trips that year)
  - iv. extend the temporary suspension, with a designated return date.
  - v. Recommend termination.
- 4. For more serious issues may elevate (directly, or from the Incident Management Committee) to the provincial board, who can:
  - a) Activate provincial crisis communications protocols and inform 4-H Canada within 24 hours.
  - b) Permanently terminate an individual's opportunity to participate in 4-H in Saskatchewan.
- 5. In crisis/emergency situations, the President and Risk Management Committee Chairperson can issue an immediate 48-hour suspension to an individual on behalf of the board. This will allow for time to form the relevant committees and crisis communication channels and begin an investigation but provide an immediate crisis response.
- 6. Staff will be responsible for:
  - a) Ensuring that the incident is documented in its entirety.
  - b) Reporting a summary of incidents, including actions and recommendations for process or policy improvements to Risk Management Committee following closing file

### 6.3.3 Incident Classification

The following is provided as a guideline for classifying Incident Reports and appropriate level of response and escalation.

<b>Minor</b>		<b>Major</b>
<b>1</b>	<b>2</b>	<b>3</b>
<ul style="list-style-type: none"> <li>• Minor injury or health concern requiring professional medical attention (e.g. broken bone, allergic reaction)</li> <li>• Potential for future health concerns or insurance implications</li> <li>• Near miss</li> <li>• Minor misconduct</li> <li>• Minor conflict or disagreement</li> </ul>	<ul style="list-style-type: none"> <li>• Assistance from authorities (fire, police, ambulance, etc)</li> <li>• Hospital visit or stay</li> <li>• Interest from the media (print, TV, radio, social media, etc.)</li> <li>• Drug or alcohol use, theft at program</li> <li>• Significant misconduct</li> <li>• Major or repeated conflict</li> <li>• Legal disputes</li> </ul>	<ul style="list-style-type: none"> <li>• Abuse or Neglect**</li> <li>• Indictable criminal offense</li> <li>• Assault or harassment</li> <li>• Life-threatening or widespread illness of participants</li> <li>• Emotional or psychological distress of participants</li> <li>• Poses a serious or negative impact on the 4-H organization and/or the 4-H brand</li> </ul>
Incident report primary to document and recommend areas for improvement.	Requires detailed documentation in the incident report. May require board Incident Management Committee to address and resolve.	Will initiate the Crisis Communication Protocol and elevate directly to Board of Directors to address and resolve. Detailed documentation required.
For minor issues and incidents, 4-H will strive for an outcome involving coaching and mentoring before considering strict consequences.	These may require suspension while they are reviewed. Consequences could be put in place following investigation. It is possible for these to result in termination.	These incidents are grounds for immediate suspension and are clear grounds for termination once confirmed through investigation.

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<b>6.4 Alternative Methods of Addressing Issues</b>	Origin / Last Revised:	Next Revision:
	May 2018	May 2019
	References:	
	Codes of Conduct, Removal of 4-H Individual, Conflict Management Process	

Refer first to 6.2 Incident Reporting and Misconduct to determine whether an Incident Report needs to be filed, and the Saskatchewan 4-H Council needs to be notified.

## 6.4.1 Local Issues Management Committee

When addressing an issue, conflict, or grievance locally, it is recommended that there be a Local Issues Management committee be assembled:

- a) the local IMC should consist of a minimum of three and a maximum of seven people, who are unbiased and experienced with 4-H.
- b) Possible members include:
  - Regional 4-H Specialist
  - Unbiased Trained Volunteers (Registered Leaders)
  - Unbiased Screened Volunteers
  - Other unbiased adults (parents and/or adult members)
  - Representatives from different clubs or groups within the attendees (eg. one leader from each club in a district)
  - District Council Executive and/or Board members
  - Event/Activity Task group members (e.g show judge)
  - Other 4-H Saskatchewan staff
  - Saskatchewan 4-H Council Board members

Where the Regional 4-H Specialist is not a part of the IMC, they shall be consulted and informed prior to any actions or decisions taking place. The regional specialist may be of assistance in offering advice if a club or district is having difficulty resolving the conflict. In some cases, the regional specialist may act in the role of mediator if:

- The regional specialist is comfortable in that role and has received training, and
- If the parties involved agree to this process.

**Note: Regional specialists will act only as facilitators to mediation and will not take sides in a conflict.**

- c) Local Issues Management Committees can render binding decisions. Decisions must be reported to 4-H Saskatchewan, via the provincial 4-H office.

- d) When addressing issues, the 4-H Canada Code of Conduct, relevant club or district constitution, or event rules, Conflict Resolution Procedure and/or Process for Correcting Concerning Behavior should be used.
- a. Local Issue Management Committees can only take action for their organization and at the level of authority that they represent. (Eg. a show committee can issue a consequence for their own show (placings removed), but not make them ineligible for provincial 4-H award trips).
  - b. The plan of action arising from their decision is restricted to the scope of that decision. (Eg. a show committee can issue a consequence for their own show (placings removed), but not bar them from attending their future show).
  - c. The Saskatchewan 4-H Council maintains the ultimate authority over the 4-H program in Saskatchewan and may overturn the decision of the Local Issue Management Committee if necessary in order to maintain the integrity of the 4-H program. However, the Council shall honour the decision of the Local Issue Management Committee wherever possible and will give due regard to the Team's decision under the circumstances.

### 6.4.2 Conflict Management

**Attempts to resolve the conflict will utilize the Club or District constitution, Codes of Conduct to identify areas of concern and expectations for improvement.**

If the conflict involves allegations of serious misconduct or criminal activity, the complaint should be directed immediately to the Executive Director of 4-H Saskatchewan and an Incident Report should be filed.

Every club is autonomous and, therefore, should endeavour to manage their own affairs. Clubs and district 4-H councils are responsible for upholding the image and philosophy of 4-H. They promote the merits of 4-H and provide leadership within the organization. Conflict resolution resources and staff support are available, and this process has been developed to guide local IMC.

Throughout any conflict management or coaching process, it is imperative that all involved:

- Treat one another with respect and dignity
  - Act in good faith and do not take sides
  - Document all discussions
  - Maintain confidentiality
1. When a conflict is identified, a Trained Volunteer (A) meets with the individual(s) who raised the complaint or concern and assesses if there is merit in proceeding with the rest of the process. If not, document the discussion and forward to the appropriate Regional 4-H Specialist for filing.
  2. If the Trained Volunteer requires support, they can contact the Regional 4-H Specialist for guidance. If they cannot resolve the conflict together, then a Local Issues Management Committee should be formed, and the Conflict Resolution Procedure or Process for Correcting Concerning Behaviour should be used.
  3. Issues Management Committee identifies and documents the problem(s)/issue(s)
    - Clearly identify and outline the problem.

- Assess risks to youth, volunteers, reputation of 4-H and other 4-H stakeholders
  - Refer to the code of conduct and relevant 4-H policy to identify specific infractions.
  - Meet or consult with parties involved:
  - Meet with the individual(s) who raised the complaint or concern and capture important information including their ideal resolution to the issue.
    - i. Meet with the individual(s) in question to clarify issues and concerns and allow them to speak to the concerns identified. Identify their ideal resolution to the issue.
    - ii. Contact other individuals (if witness to a specific incident) or hold a meeting for affected individuals (eg. club members) where necessary to fully understand the substance of the dispute.
    - iii. If meeting with youth, their parent(s)/guardian(s) must be present.
4. (Optional) Wherever possible, the Issues Management Committee shall call a meeting bringing the parties together to determine if a collaborative resolution to the complaint can be found. The Issues Management Committee may forego this step if it determines that a meeting between the parties is not advisable or is not likely to result in a suitable resolution.
  5. Issues Management Committee comes to a majority decision.
    - Explore all reasonable alternatives
    - Develop alternative solutions
    - Formulate a solution
  6. Issues Management Committee implements a plan of action.
    - Depending on the situation, meet with the individual(s) in question to discuss the team's decision and/or inform them in writing.
      - i. If possible, the Issues Management Committee shall present alternatives such as probationary period or options for changed behaviours.
      - ii. If individual(s) are to be removed from 4-H events or activities, it shall be very clear who is being excluded or expelled, what component of the program they are being excluded or expelled from and the reasons why.
  7. Issues Management Committee records and documents all items relating to the complaint.
    - Provide copies of all documentation of events leading up to and including the decision to: the individual(s) in question, the Issues Management Committee, and the Saskatchewan 4-H Council office.
    - The Provincial 4-H Office will file and maintain the documents and may file it in the Incident Report database.
    - The Council may share this information with other administrators and clubs within the 4-H program where necessary to ensure the health, safety and security of others, on a need-to-know basis.

### 6.3.3. Grievance Process

A complaint or grievance about a project or program decision (eg. competitive event results, selection process), should follow the process below:

1. Complaints / Grievances at a 4-H show/4-H competition should be addressed as follows:
  - Any grievance must be presented to the show/4-H competition committee chairperson in writing with signature, no later than 24 hours after the violation/competition.

- The committee will review the written grievance and provide a written response or decision within one day.
2. The committee has complete authority to render a decision. The committee should provide a copy of the written complaint and a copy of the final decision to the Provincial 4-H Office immediately within.
  3. Complaints/grievances regarding rule violations against a show/4-H competition should be brought to the provincial 4-H office within two weeks of the event. Where a discrepancy or issue is found, shows or clubs are expected to make corrective actions or risk losing the opportunity to be a sanctioned event and/or club in good standing.

#### 6.4.4. Addressing Concerning Behaviour (Corrective Coaching)

*Wherever possible, the Saskatchewan 4-H Council, will support local 4-H organizations through the following process in the hopes that the individual can improve or develop leadership skills necessary to correct their behaviour. Examples where corrective coaching are best suited are disrespectful speech, and behaviours, unsportsmanlike conduct, poor or lacking leadership, or providing substandard (not negligent) animal care.*

- Step 1            Concerning behaviour of an individual (volunteer, leader, member) is identified, and documented in a:
- Incident report
  - written form and signed by the person(s) expressing the concern and provided to either a General Leader or Regional 4-H Specialist.
- Step 2            A local Issues Management Committee is formed. The local IMC will gather information and support selected members of the local club or district in communicating directly with the individual causing concern. They will also communicate with the 4-H individual in question to clarify issues and concerns. Together they will work to:
- Clearly identify and understanding the problem
  - Assess risks to youth, volunteers, reputation of 4-H and other 4-H stakeholders
  - Explore all reasonable alternatives
  - Develop alternative solutions
  - Refer to the code of conduct and relevant 4-H policy
  - Formulate a solution
  - Document all discussions
  - Maintain confidentiality
  - Conduct appropriate follow-up communication
- Step 3            A written notice will be given to the individual outlining expectations for improvement.
- Step 4            If the behaviour continues, an Incident Report must be filed. A second written warning may be given. This may include a suggested improvement plan, re-assignment and/or re-training requirements.

*In extreme circumstances, this process can result in the suspension or termination of an individual's involvement in the Saskatchewan 4-H program.*

- Step 5            If the behaviour continues, the individual may be suspended (or suspended from specific duties) for a set period of time by the club (only after consultation and support from the 4-H office) or Board of Directors. A date will be set for revisiting the individual's status.
- Step 6            The individual may be dismissed from the provincial organization at the discretion of the Board of Directors as outlined in Suspension and Termination policy.

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<b>6.5 Suspension and Termination</b>	Origin / Last Revised:	Next Revision:
	References:	

## 6.5.1 Council Authority

1. The Saskatchewan 4-H Council as an organization, at all levels, has the responsibility to ensure the safety and general welfare of 4-H members, volunteers and guests under its jurisdiction. Leaders and volunteers may **be suspended or terminated** if their conduct is deemed to be inappropriate for, or unfit to be associated with, the organization.
  2. Members, and their families, may also be removed from the 4-H program through these processes for conduct that is in contravention of the values of the program and for failure to comply with Saskatchewan 4-H Council Codes of Conduct and policies.
- A 4-H individual is defined as any member, leader, parent, or volunteer that is involved with the Saskatchewan 4-H program. Where the 4-H individual is under the age of 18, their legal guardian(s) will also be involved in this process.

**Only the Saskatchewan 4-H Council Board of Directors has the authority to permanently terminate an individual's opportunity to participate in 4-H.**

## 6.5.2 Terms of Suspension and Termination

Terms of suspension (temporary) or termination (permanent) shall include:

- The individual will not take part in any activity connected to 4-H anywhere in Canada
- The individual will not enter 4-H property or premises (including premises rented or leased for use by 4-H)
- The individual will not represent themselves in a 4-H capacity
- The individual will not contact youth members

Any breaches of the terms of suspension, or concealment by others, will be considered grounds for immediate termination of anyone involved.

## 6.5.3 Termination

1. 4-H individuals can only be dismissed from membership/involvement within 4-H Saskatchewan by the Saskatchewan 4-H Council Board of Directors.
2. This is a last resort. 4-H individuals should only be dismissed if:
  - a) there is significant cause/or a serious issue, or where all resolution options have been pursued and been unsuccessful
  - a) Examples of grounds for termination include:
    - i. Emotional, physical, verbal, mental or sexual abuse or harassment

- ii. Indictable criminal activity perpetrated by a 4-H individual
  - iii. The individual's conduct is determined to be harmful to the 4-H Club or the 4-H movement in Saskatchewan or Canada
  - iv. The organization and/or its participants and/or stakeholders are at clear risk as determined by the Saskatchewan 4-H Council Board of Directors
3. When the decision to dismiss/suspend/terminate a 4-H individual is reached, the following process will be used:
  - The Executive Director will issue written notification to the 4-H individual of the decision (unless such disclosure would jeopardize any review or statutory investigation).
  - Such notification will include:
    - i. Citations of specific concerns and/or policy infractions.
    - ii. Statement of immediate and/or possible outcomes, including possible termination of involvement within 4-H Saskatchewan.
    - iii. If applicable, notice of corrective action that could be taken by the 4-H individual to correct the problem.
    - iv. Information on the Saskatchewan 4-H Council Appeals Procedure.
  - A copy of the letter and any relating correspondence will be kept on file at the Provincial 4-H Office.
  - The President of the Saskatchewan 4-H Council, and appropriate personnel shall be consulted in the process and copied on the letter.
  - All such letters shall be sent via a verifiable delivery method (e.g., Registered Mail, Federal Express, etc.).
3. A letter, not disclosing any specific details, will be sent to the General Leader of the applicable 4-H club notifying them of the suspension/termination. In the event the individual is the General Leader, the letter will be sent to each family in the club.

## 6.5.4 Appeal Process

Any suspended or terminated youth member, leader, parent, volunteer or staff has the right to submit an appeal for consideration by the Risk Management Committee if they believe an improper ruling/decision has been made concerning a misconduct issue rendered by the Incident Review Committee.

A decision cannot be appealed simply because one does not like or agree with it; an appeal may only be heard if there are sufficient grounds. Sufficient grounds for appeal occur where the Risk Management Committee:

1. Made a decision that they did not have authority or jurisdiction to do so as set out in governing documents;
2. Failed to follow procedures as laid out in the Youth Safety at 4-H in Canada Misconduct Policy
3. Made a decision which was influenced by bias. Bias being defined as a lack of neutrality to such an extent that the decision-maker is unable to consider other views;
4. Exercised their discretion for an improper purpose;
5. Made a decision that was grossly unreasonable or unfair.
6. Did not have access to all pertinent information that could influence the decision (e.g. new information has become available)

The Appellant will bear the onus of proof in the appeal and therefore must be able to demonstrate that the Incident Review Committee made an error, as described above.

If an individual determines they have grounds for an appeal, they have thirty (30) days to make an appeal, in writing to the provincial office.

The Risk Management Committee will notify the Provincial Council chair and together will rule on the appeal **within six weeks**. Any appeal documentation submitted will be considered, and a resolution will be determined by the appropriate committee. The Provincial Council will report on the final outcome.

Notification of the decision will be provided, via electronic letter and registered mail, to the appellant and the signatory of the letter informing the appellant of the decision of the Conflict Resolution Team. All other parties who provide statements to the Risk Management Committee during the appeal process shall be informed by electronic letter.

The decision of the Saskatchewan 4-H Council is final and there is no other 4-H appeal process.