Responding to Child Abuse Claims Timeline

When you have a former or current client accuse someone in the organization of abuse, you need to be able to respond quickly. This timeline and related policies will help you be prepared and determine next steps when you face this situation.

Now – Plan Ahead

1 **Research Historic Insurance Policies**

2 **Designate Team**

a. **Executive Manager**
Internal role
Coordinates all internal & external team members

b. **Attorney**
External role
Reviews actions to help organization protect itself in the event of litigation and help fulfill organization's mission, conducts internal investigation if requested

c. **Public Relations Contact**
Internal or external role
Manages all media interactions & approves all public statements

d. **Client/Parent Contact**
Internal or external member of attorney's team
Manages all relationships with parents and accusers

e. **Employee/Accused Contact**
Internal and/or external attorney
Manages all relationships with employees and accused employee

f. **LEO Contact**
Internal or external attorney
Manages all contacts with child protective services and/or law enforcement

g. **Project Manager**
Internal
Collects and tracks all information

3 **Develop Protocols**

a. **Document Retention**

b. **Communication:** Media, employees, clients

1st 24 Hours

1 **Suspend/Isolate Alleged Perpetrator**

2 **Make Mandated Report**

3 **Notify Insurer(s)**

4 **Gather Documents**

5 **Obtain Written Statements**

6 **Activate Crisis Response Team**

7 **Plan Meetings with Employees and Parents**

8 **Reach Out to Victim and Perpetrator**

9 **Draft Public Statement**

10 **Draft Statement to Parents**

11 **Respond to Requests from Law Enforcement and Child Protection Investigators**

1st Week

1 **Meet with Parents**

2 **Follow-up Emails**

3 **Finish Internal Investigation** (if possible)

4 **Report to Board, Corporate Management**

Ongoing

1 **Communicate with Parents**

2 **Communicate with Employees**

3 **Communicate with Child Protective Services, Law Enforcement**

4 **Work with Insurance Agent and/or Assigned Defense Attorney**