

Incident Reports and Mandated Reporting Protocol

INCIDENT REPORTING PROTOCOL: **WHEN IN DOUBT, FILL IT OUT!**

INCIDENT REPORTING LEGAL GUIDELINES

After the incident is appropriately managed (includes a communication protocol) and investigated, the Site Coordinator (*if absent, their direct supervisor*) is then responsible for:

1. **Completing and submitting an online OUSD Incident Report within 24 hours** of the incident. The Incident Report is official documentation to be completed thoroughly by site staff and submitted through the [online portal](#).
2. Make sure to select the Before/After School check box:

Before/After School ☒

3. The incident report should be sent to the Site Administrator/Principal to be signed off.

Please enter next recipient for **Supervisor**

[Back to question](#)

NAME

[Customize message](#)

Principal

EMAIL

principal@ousd.org

Send to recipient

Notifying 1 additional person. [Edit](#)

Add the Expanded Learning Program Manager as an additional recipient to notify before submitting.

- a. Include a copy of the **Aeries student demographic record**.
 - b. Include witness statements and any supporting documentation.
4. A copy will be forwarded to OUSD Risk Management, which is the entity designated by OUSD to receive and review all school day and expanded learning incident reports.
5. Lastly, email your Expanded Learning Program Manager directly to provide awareness of the incident and review any next steps.

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MANDATED REPORTING PROTOCOL (revised Jan 2026)

Legal Guidelines: REPORTING CHILD ABUSE AND NEGLECT

To complete your mandated reporting responsibilities:

1. [MAKE A REPORT](#): You must make a report immediately or as soon as practically possible.
2. [SUBMIT A WRITTEN REPORT](#): You must submit a **written report “Form: BCIA 8572” within 36 hours** of receiving the information of abuse or neglect.
3. [FILE AN INCIDENT REPORT](#): You must file **an incident report within 24 hours** of receiving the information.
4. **IMPORTANT! DO NOT contact the family about initiating the reporting process or share any reporting information with family, school staff, or after-school staff.** Once lead agency staff (Site Coordinator, Expanded Learning Program Staff, or contractor/vendor staff) are made aware of a possible child abuse or neglect situation, follow the protocol stated below. Sharing any information beyond what is mandated by the protocols is a direct violation of privacy and confidentiality obligations and is considered interference with the investigative process conducted by Child Protective Services and/or law enforcement. **Once the appropriate reports are submitted within the allotted time frame, the role of expanded learning staff ends.**

1. <u>MAKE A REPORT</u>	
If you believe that the victim is related to the accused...	If you believe that the victim is <u>not</u> related to the accused...
CALL CHILD PROTECTIVE SERVICES AS SOON AS POSSIBLE – this means the <u>same</u> day – at (510) 259-1800. Follow the prompts to reach a dispatcher, who will then take your oral report. Best practice is to fill out the <u>report form</u> before you call, so you have information needed for your oral report. <u>Be sure to record the dispatcher’s name, the assigned incident report number, and the date/time of your call.</u>	CALL OAKLAND POLICE DEPARTMENT AS SOON AS POSSIBLE – this means the <u>same</u> day – at (510) 777-3333. Follow the prompts to reach a dispatcher, who will then take your oral report. Best practice is to fill out the <u>report form</u> before you call, so you have information needed for your oral report. <u>Be sure to record the dispatcher’s name, his/her ID number, the assigned incident report number, and the date/time of your call.</u> After calling OPD, please call 510-879-9999 to inform OUSD of the interaction with law enforcement.

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2. <u>SUBMIT WRITTEN REPORT WITHIN 36 HOURS</u>	
SUBMIT WRITTEN REPORT <u>WITHIN 36 HOURS</u> OF RECEIVING THE INFORMATION OF ABUSE OR NEGLECT. You must mail or fax (510) 780-8620 the completed “Suspected Child Abuse” report form to Alameda County Child Protective Services at Alameda County Social Services, Child Protective Services, 24100 Amador St., Hayward, CA 94544.	SUBMIT WRITTEN REPORT <u>WITHIN 36 HOURS</u> OF RECEIVING THE INFORMATION OF ABUSE OR NEGLECT. You must also mail or fax (510) 238-2348 the completed “Suspected Child Abuse” report form to the Oakland Police Department, Special Victims Unit (SVU), 455 7th Street, Oakland, CA 94607.
RETAIN COPY: Retain a copy of the completed form and fax confirmation report in a secure and confidential location. Note the date and time you made the report and to whom.	RETAIN COPY: Retain a copy of the completed form and fax confirmation report in a secure and confidential location. Note the date and time you made the report and to whom.
3. <u>FILE AN INCIDENT REPORT</u>	
In the event of a Mandated Reporting event, an OUSD incident report must also be filed and the incident report protocol must be enacted.	

Note: As an expanded learning provider, every lead agency is responsible for providing annual Mandated Reporter training to all lead agency staff and ensuring that all subcontractors that provide programming under the umbrella of the lead agency are also trained.

- Here is the link to the [CDE/OUSD Mandated Reporter Policy](#).
- Here is a [link to a site](#) that provides online and free Mandated Reporter training.