

Responding to Incidents (updated on September 1, 2018)

Despite our best efforts, accidents and incidents will still occur. When they do, it is important to document them accurately and promptly. Blank incident forms should be easily accessible to all. These forms can serve as a legal record later, so take them seriously. Allegations of abuse or maltreatment require additional reporting (see section on Reportable Incidents).

What qualifies as something to write down?

Violations of guidelines/policies

Known/suspected inappropriate activity/behavior (by children, youth, or adults)

Injuries/accidents or near misses

Lost/missing persons, or unexplained late arrivals/early departures

What to document?

Name, age, contact information of the person(s) involved

Name, contact information of witness(es)

Time/date of the incident

Brief description of what happened

Explanation of immediate response, including

- any disciplinary procedures
- any contact with parents/guardians
- any medical treatment

What to do with the incident report?

Reports should be shared with the appropriate staff or volunteers responsible for maintaining these files. Save reports for long enough to meet legal requirements. Reports should be kept in a secure location, with limited access. A team of designated persons should review all reports annually to check for patterns and possible revisions to policy or practices.

What's next?

Remember to provide care and support for all who are involved. Have the appropriate persons in leadership follow up as necessary.