



Procedure # 1: Incident/Accident/Injury Reporting & Addressing

Governed by: Administration	Refer to Policy: #1 Incidents/Accidents/Injury; Reporting & Addressing
Approval Date: October 16, 2013	Last Updated: November 6, 2018

Purpose: To ensure effective and consistent incident/accident/injury reporting and follow up across the agency.

Policy:

All agency incidents, accident, or injuries must be recorder on the Incident/Accident Report Form located on the CEO intranet in accordance with the procedure below.

Procedure:

- When a staff, customer, volunteer/intern or visitor incident, accident or injury occurs the CEO Incident/Accident Report Form must be completed
 - Download form from the CEO Intranet under Resources/Human Resources tab
 - Staff member should be the person completing form with Impacted party present and assisting when possible
 - If a staff injury requires medical attention then Addendum: Employee Accident Report, page 3 must also be completed
- Any incident requiring police or Child Protective Services (CPS) intervention will be verbally reported to Department Director or designee immediately upon de-escalation.
- Any incident causing noncompliance with a CEO or regulatory policy will be verbally reported to Department Director or designee immediately upon de-escalation.
- Any situation that is associated with staff performance will be reported to HR immediately, for further investigation as defined by agency personnel policies.
- The reporting staff will provide the completed form to Program Manager or designee within 24 hours of incident.
- The Program Manager or Designee will immediately review, comment and sign form then scan and email to Department Director and to:
 - HR Manager when staff injury requiring medical attention
 - or
 - Executive Assistant when customer, volunteer/intern or visitor injury requiring medical attention



- The Department Director will inform Vice President/President immediately upon notification if:
 - Police, CPS, or other legal authority intervention was required
 - Noncompliance with CEO or regulatory policy occurs
- Incidents/Accidents/Injuries report forms that signal a pattern or further investigation will be assessed by the Vice President/President in coordination with Department Staff who will review incidents weekly.
- Any incident that results in a violation of the CEO Code of Conduct will be addressed in accordance with the Code of Conduct procedure.
- Any incident that results in an extreme violation of the agency Code of Conduct as determined by Vice President/President may result in immediate program/service suspension or additional follow up interventions.