

# INCIDENTS AND ACCIDENTS POLICY

### **Purpose**

To ensure the appropriate process for volunteers to follow in the case of incidents and accidents.

### **Policy Statement**

Volunteers must report to their volunteer coordinator when an incident or accident occurs. Depending on the seriousness of the incident or accident, reports must be made immediately or at most within 24 hours of the occurrence. Smooth Rock Falls EDC staff will respond to the occurrence accordingly based on the severity and impact of the incident or accident. Emergency services will be contacted in the case of an accident threatening harm.

### **Definitions**

*"Incident"* is a circumstance serious enough to require immediate attention to a volunteer, client or staff. Incidents can occur because of a volunteer's actions, or instead in the presence of a volunteer. This can include breaking boundaries or rules, failing to follow instructions, near-accidents or any occurrence that would be deemed by the board to be problematic.

*"Accident"* is an unforeseen or unexpected occurrence that could lead to bodily harm or injury and/or damage to property. Accidents are without apparent or deliberate cause and can happen to anyone involved – volunteers, clients, staff and/or community members.

*"Emergency services"* refers to standard EMS response procedure, sending police, fire services and ambulance/paramedical services.

### **Responsibilities**

#### ***Volunteer Responsibilities***

It is the responsibility of volunteers to inform their coordinator of an occurrence as soon as possible. If the incident or accident occurs off-site, volunteers must follow the facility protocol as well, including potential additional incident reporting. In the case of a life-threatening accident, volunteers must contact 911 before reaching their volunteer coordinator or other staff.

### **Staff Responsibilities**

It is the responsibility of volunteer coordinators and staff to be aware of incident and accident response protocol. In the event of an emergency, staff should contact 911 as soon as possible and provide as many details as is necessary.

### **Procedures**

#### **Incident Reporting**

Volunteers may report an incident in any format they wish, as long as they provide the date, time, location, name(s) and details. Volunteer coordinators must compile a formalized incident report with any additional information they receive or deem appropriate. Use the following template:

<b>Date:</b>	<b>Time:</b>	
<b>Location:</b>		
<b>Name(s) of individual(s) involved &amp; roles:</b>		
 <b>Incident details:</b>		
 <b>Boundary broken (if any):</b>		
 <b>Recommendation:</b>		
<b>Format:</b> Face-to-Face	<b>Has this happened before?</b> Yes	
E-mail		No
Call		
_____ Volunteer Coordinator Signature	_____ Individual(s) Signature(s)	

## ***Accident Reporting***

All parties present during an accident – volunteers and/or staff – are required to fill out an accident reporting form. Use the following format:

**Date:**

**Time:**

**Location:**

**Report completed by (& contact info):**

**Name(s) of individual(s) involved:**

**Nature of accident:**

Medical Emergency   Physical Injury   Property Damage   Assault or Violence   Other

**Details of accident:**

**Circumstances leading to the accident:**

**Was there a coordinator present (and who was it?):**

**Action taken (by you or another individual):**

**Who was contacted?**

**Signature(s):**