



Incidents & 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 Board member 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. MY MS FAMILY Board members 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 as well our insurance company.

Definitions: “Incident” is a circumstance serious enough to require immediate attention to volunteer, members. 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 Board members 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, members 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 board members of an occurrence as soon as possible using whatever contact means necessary. 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 supervisor or other staff.

Board Members Responsibilities It is the responsibility of volunteer board member 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. For volunteer incidents, board members should refer to the Feedback & Evaluation policy and Volunteer Termination policy for additional guidance.

It is the responsibility of MY MS FAMILY Board members to ensure emergency preparedness information is available for all volunteers in responding to accidents.

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 board members must compile a formalized incident report with any additional information they receive or deem appropriate. Use the following template: See the policy of Feedback & Evaluation for more information on the “Recommendation” and “Format” sections.

Date:	Time:
Location:	
Name of Individual(s)	
Incident Details:	
Recommendations:	
Format: In person Email Phone Call Writing	
Has this happened before: Yes NO	
_____	_____
Board Member Signature	Individual 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): _____

Names 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 supervisor present (and who was it?): YES / NO _____

Action Taken (by you or another individual): _____

Who was contacted?: _____

Signature(s) _____

BOARD MEMBER SIGNATURE: _____ **Date:** _____