Digital Incident Report Form Guide

Where?

The digital and physical version of the Incident Report Form can be found via the Employee Resources page on the CARD website.

Why?

This form should be completed for any occurrence of injury, illness, unsafe conditions, property damage, or behavioral concerns. Staff should complete the form within 24 hours of an incident occurring, ideally before the end of their shift. If any other form of incident occurs, please refer to your team's specific reporting process.

Examples:

Behavioral Concern

- During a picnic shift, a community member becomes angry about a reservation conflict, yells at a staff member, and threatens them. An Incident Report should be filled out as soon as possible. If anyone feels unsafe, call 911 first and notify your supervisor.
- A community member is frustrated about a reservation mix-up and asks to speak with a supervisor, but stays calm and doesn't threaten anyone. This is a customer service issue and doesn't need an Incident Report.

Property Damage

- During a wedding reception at a CARD venue, guests break a window and damage a wall. An Incident Report should be filled out as soon as possible, even if the renter offers to pay for the repairs.
- After a wedding, the venue needs extra cleaning or a few chairs are out of place. This is handled through the normal rental checkout process and doesn't need an Incident Report.

Program Participants

- A participant in a program falls and breaks their arm. An Incident Report should be filled out as soon as possible.
- A participant in a program expresses unhappiness with the way a program is run and requests a refund. This is not a situation that requires an Incident Report

What to expect?

Separate reports are required if multiple people are involved. This is an internal form to be completed by employees and volunteers and is not to be copied or distributed. Minor incidents that are resolved quickly with no lasting impact do not require documentation

The form is simple but does require a few key pieces of information that must be documented. Be prepared to provide:

- Date & approximate time of the Incident
- Type of Incident
- Severity of Incident –
    - Level 1 – Moderate (req. intervention, some disruption)
    - Level 2 – Serious (req. emergency services, significant disruption)
    - Level 3 – Critical (life threatening injury, major facility impact, Law enforcement intervention required)
- Names of individuals involved
- Location of incident
- Witness information (if applicable)
- Incident narrative & actions taken

Questions?

Contact you supervisor with any questions or concerns.