

Incident Report

As staff supervisors can't always be everywhere it is important to prepare volunteers in case of an incident. It is important to train volunteers in how to respond and to review some possible incidents, specific to the reality of your organization's work environment. Incidents can be anything from a first aid incident to a serious injury, violence, theft, or a heated discussion with an upset client. An incident can also be a potentially hazardous situation. For example, volunteers are in the habit of letting their power tools sit around at the end of their woodworking session allowing other untrained volunteers access to the equipment. Nothing has happened yet but a concerned volunteer from another program just wants to bring this to the organization's attention to prevent an accident from happening.

An incident report should be done up as soon as possible, as details of an incident slip fast and key contact information of witnesses can be difficult to access later. The incident report can be a very useful tool for follow-up and is key in case of more serious incidents, especially when injury or damage has occurred. Train volunteers so they will be familiar with the writing of a report by using some case studies or mock situations for practise purposes. Make the report forms readily available and ensure follow-up to encourage volunteers to come forward. Always follow up with the volunteer to review the information submitted.

Incident report template

Date: _____

Reported by: _____ Phone: _____
First name last name

Details of incident or concern:

Date of occurrence: _____ Time: _____ Location: _____

Description of incident:

If injury, detailed description of injury:

Name of attending health professional: _____

Describe action or steps taken at time of incident:

Witnesses:

1) _____
Name address

Signature phone number

2) _____
Name address

Signature phone number

3) _____
Name address

Signature phone number

Please submit report to the coordinator of volunteer services.
Thank you!