



Incident Reporting Procedures

Overview

This document's purpose is to provide KDADS Medicare Grants staff and SHICK Coordinators with guidance on how to report and respond to incidents such as injuries, accidents, harassment, and serious judgment errors or other behavior missteps. This document focuses on volunteers and their responsibility to report incidents in which they are involved or otherwise witness.

Reporting

Volunteers are to report all injuries and accidents in which the volunteers are involved or witness, such as injuries to participants at events or counseling sessions.

1. Volunteers should notify their SHICK Coordinator by telephone as quickly as possible when response to the incident involves agencies such as the police, emergency response units, paramedics, or fire department.
2. Volunteers should complete an Incident Reporting Form to record relevant information for incidents that meet any of the following criteria:
 - The response to the incident involves agencies such as the police, emergency response units, paramedics, or fire department.
 - The volunteer or program participant receives medical care, or is advised by a staff person affiliated with the SHICK program to seek medical care.
 - The incident involves, or is likely to involve, an insurance claim.
 - The incident involves an allegation or strong suspicion of physical, sexual, or financial abuse.
 - The incident involves the loss or theft of beneficiary or agency property.
 - The incident involves harassment, a serious error in judgment, or a misstep, including offensive or inappropriate remarks and behavior.
 - The incident involves the violation of a state or federal law.

The Incident Reporting Form collects information on time and location of the incident, a description of the incident and the parties involved, and the extent of the volunteer's involvement in the incident.

3. Volunteers should submit the completed Incident Reporting Form to their SHICK Coordinator and Medicare Grants Regional Manager as soon as possible.

Staff Response

The SHICK Coordinator shall take action based upon what immediate steps were or were not already taken at the scene of the incident. Take one or more of the following immediate actions as needed:

- Call 911 in response to medical emergencies
- Contact police in response to automobile accidents and criminal activity
- Notify relevant authorities (e.g., police, public health, elder abuse, etc.)
- Photograph or otherwise document the incident site
- Notify staff at the volunteer worksite

Take one or more of these follow-up steps as soon as possible, depending upon the type of incident:

- Contact affected parties or witnesses
- Notify volunteer supervisor (if other than the coordinator of volunteers)
- Notify senior management in your agency
- Notify KDADS Medicare Grants staff
- Notify an insurance carrier
- Take other steps as needed to resolve the incident