

## 1000.004 Incident Reporting & Response

Subject	Policy Number	Effective Date
Incident Reporting & Response	1000.004.01	June 7, 2022
Policy Owner (Committee)	Contact	Approved by Board Date
Executive Director	Liz Tamarkin	June 7, 2022

### Purpose:

To establish the actions to be taken by OLP in response to reports of abuse or misconduct.

### Applies to:

Executive Director and Board of Directors, pilgrimage leaders

### Definitions:

**None**

### Policy:

Every incident reported in the field by any individual to an OLP Leader shall be promptly addressed in accordance with the procedures outlined below.

### Procedure:

Complete the Incident Report form which includes the following areas of information.

#### I. SUMMARY OF INCIDENT

Any Leader in receipt of a complaint regarding abuse shall record as accurately as possible within a day of receipt of the complaint. The Leader or Head Leader shall also immediately notify the Executive Director when an incident is reported.

All information and documentation shall be copied and submitted to the Head Leader:

- Indicate when the incident occurred. Include the month, day, year, and time of the incident (e.g., 08/25/2021, 10:30 AM). If you do not know the exact day, provide an approximate date (e.g., the week of March 1, the month of March, between March 1 and April 15). If you give approximate dates, explain how you determined the dates.
- Briefly describe the incident. Summarize the incident in the space provided, even if more details or documents are attached.
- Describe the effect of the incident upon the affected person or the person's reaction to the incident. If a person has been physically injured, describe the injury, the size of the bruise, etc. A photograph of the injury is very helpful. If photographs are taken, identify when the photos were taken, how many were taken and by whom. Describe any indication or expressions of pain, anger, frustration, humiliation, fear, etc. by the person during or after the incident.

- Explain what the Leader did, upon learning of the incident, to protect the person(s) from further potential misconduct. Describe the steps that the entity took to protect the person(s) from subsequent potential episodes of misconduct while a determination on the matter is pending.
- Check the specific location where the incident happened. Indicate the specific address of that location.

## **II. AFFECTED PERSON INFORMATION**

Include the affected person's name, date of birth, gender, address, and telephone number. If the affected person has been adjudicated incompetent, is under age 18, or has an authorized Power of Attorney for Health Care, include the name, address, and telephone number of the parent, guardian, or legal representative.

## **III. ACCUSED PERSON INFORMATION**

Include the accused person's name (if known), social security number, position or title at the time of the incident, date of birth, gender, current home address, and home telephone number. Entities must inform the accused person that a report regarding the incident is being filed with the appropriate authority. If the accused person is currently employed by or associated with an entity other than the reporting entity, include the name, address, and telephone number of the current employer. If the accused person is under age 18, provide the name, address, and telephone number of a parent or guardian. If there is more than one accused person, complete this section for each person.

## **IV. LAW ENFORCEMENT INVOLVEMENT**

Check if law enforcement was contacted or is involved. Indicate the officer's name, department, address, telephone number, and---if available---the case number. Attach a copy of the law enforcement incident report, if available.

## **V. PERSONS WITH SPECIFIC KNOWLEDGE OF THE INCIDENT**

Include all persons with specific knowledge of the incident. Include the person's name, gender, address, and telephone number. Check whether the person is an entity employee. Include the person's position at the entity or relationship to the affected person. Attach additional pages, as necessary.

## **VI. DESCRIBE OR ATTACH A COPY OF THE ENTITY'S INVESTIGATIVE RECORDS CONCERNING THE INCIDENT**

Provide all relevant information found during the entity's internal investigation, including the following:

### **LEADER / PILGRIM INFORMATION**

- Schedule, roster, or assignment sheets for the time period or date(s) the incident occurred
- Statements from the accused individual and witnesses relating to the incident

- Sign-off sheets indicating completion of cares pertinent to the incident

#### **ENTITY INFORMATION**

- Entity's policies and procedures related to the incident
- Photographs and diagram or illustration of the scene where the incident occurred with relevant information included, i.e., locations of witnesses, client, and pertinent objects at the time of the incident
- Pertinent medical records, including but not limited to the person's plan of care or treatment plan at the time of the incident
- Ambulance run report, if applicable
- Any relevant hospital admission and discharge documents
- Photographs of visible injuries or affected property
- Statements about the incident

#### **LAW ENFORCEMENT INFORMATION**

- Law enforcement officer's narrative reports
- Photographs

#### **OTHER INFORMATION**

- Any other records that may apply

### **VII. PERSON PREPARING THIS REPORT**

1. Provide the name, position or title, and telephone number of the person preparing this report. The person preparing this report must sign and date it.
2. The Head Leader and the medical team member(s) on the trip shall be altered immediately after the incident is first reported and will work with the Leader to verify all possible information as outlined herein is documented and assembled for the report.
3. The Executive Director is responsible for the prompt notification of the parents or legal guardians of the minors involved in the incident.

### **VIII. WRITTEN STATEMENT**

- Ask the affected client, the accused person, and all other persons with information about the incident to provide written statements.
- If the entity uses its own forms to obtain written statements about the incident, the entity may attach those forms to the Incident Report. If the entity attaches its own written statements to the report form, the facility should ensure that each person completing a written statement provides the identifying information requested on the report form and signs the statement.

- The entity is advised to follow up on written statements by asking probing questions to gather as much detail as possible, including what happened, how the incident happened, when it happened, where it happened, reactions at the time of the incident, and other witnesses who may have been present. It is suggested that the entity use the FOLLOW UP QUESTIONS attached to this policy as a guide when questioning the accused person.

**IX. ACTIONS TO BE TAKEN BY THE OLP BOARD**

The OLP Board will review the documentation generated by the Leaders involved, and consider the statements offered by all people involved. If the person(s) involved is a minor, the Board will verify the parents or guardians were promptly informed. The Board as appropriate and as may be required by law will make a report to the Connecticut State Authority.

**References:**

These procedures are based loosely on the standard procedures, State of Wisconsin, Department of Health Services and Connecticut Department of Children and Families..

Revision No.	Reviewed By	Summary of Changes	Effective Date

## FOLLOW UP QUESTIONS TO BE ASKED BY THE LEADER

It is suggested that entities ask the following questions to obtain additional, detailed information about reported incidents. Record all responses on paper. Attach additional pages, information, documentation, diagrams, photographs, or other evidence as appropriate.

- Check if additional pages are included.
- Check if items or documents are attached.
- Check if a photocopy of an item or document is attached.
- Check if an item or document is being retained by the entity; describe where and how it is being stored pending the outcome of this investigation.

How do you know about the above incident? Did you do it? Did it happen to you? Did you see it? Did another person tell you of it?

If so, who?

Time and date of the incident. When did it happen? When did you first learn about it?

Location. (Where did the incident occur? Where were you when it happened? If others were present, who and where were the others? Where were you when you learned about it or saw it? Describe the location. Attach a diagram.)

Was anyone else present when it happened, you learned about it, or when you saw it? If so, who? Where was each person?

Did you tell anyone about the incident? If so, what did you tell them, who did you tell and when did you tell them? What did the person say, if anything?

Was anyone harmed in any way (physically or sexually, emotionally or mentally, or financially) or could someone have been harmed? If so, describe the harm or potential harm.

Were others harmed in any way? If so, identify the person who was harmed and describe the harm.

Describe the affected person's actions or reactions during the incident including statements made, changes in demeanor, or other indications of pain, fear, sadness, anger, humiliation, etc.

Describe the actions or reactions of others who observed or were involved in the incident.

**For Affected Persons:** Did you tell anyone about what happened to you? If so, who did you tell and when and where did you tell them?

**For Other Witnesses:** Is or was the affected person able to report or talk about the incident?

If so, did the affected person say anything to you? If so, what? Describe the way that the affected person acted when telling you about the incident.

To your knowledge, did the affected person tell anyone else? If so, who and when?

Are there others who know or may know about the incident? If so, who are they and why do you think they have information about the incident?

Do you have or are you aware of any evidence, documentation or information that may be relevant to the incident? (Examples: photos, diagrams, maps, receipts, video tapes, audio tapes, medical records, care plans, financial transaction records, etc.) If so, what is it and where is it?

Additional Information?

Name of Person Interviewed:

Name of Person Conducting the Interview:

Interview Date: