# How to fill out REFB Incident Report

Employees are required to complete an incident report the same day of incident or near accident. Department Directors must be notified or copied on the report.

An incident is defined as any event or occurrence that causes

- injury or near injury to an employee (must also be reported to HR for workers comp documentation requirements),
- injury or near injury to a volunteer, or participant,
- physical damage to any REFB property or the property of others by an employee or REFB volunteer,
- any altercation with another employee, volunteer, or participant,
- any occurrence at a distribution site where REFB staff have to intervene or call for assistance from safety or first responder support.

Please follow the instructions below to complete the report.

If the accident involved a REFB Vehicle, please also fill out the WhipAround Insurance Accident Report as well. This will provide a more comprehensive report with pictures for our insurance company.

The incident report can be accessed via Google Forms here: Incident Report

## Filling out the Report

For all incidents involving injuries or potential injuries to employees or volunteers, an incident report is mandatory and ensures we obtain timely information regarding the incident and statements from all parties involved with the injury or witnesses to the incident. The REFB incident report form can be found on the Wrap in the Safety Zone Portal. Click Here for Link Your Manager or Facilities Manager, along with HR, will determine if CalOSHA or Worker's Comp notification is required.

The Form is self-explanatory and contains many "required fields" to get the basic information such as date, time, and location of the incident.

The report does require a narrative of the details of the incident. Here are a few tips on how to write the narrative:

1. Write a first person narrative telling what happened. For the content of your report, write a detailed, chronological narrative of exactly what happened when you arrived at the scene. Use the full names of

each person who is included in the report, and start a new paragraph to describe each person's actions separately.

Answer the who, what, when, where, and why of what happened.

Include an accurate description of your role in the course of what occurred. Report how you handled the situation and its aftermath.

Use specific descriptions. Instead of saying "I found him hurt sitting down," write something like, "I arrived at 2005 Everest Hill at 12:05. I found the injured volunteer sitting on the curb next to the distribution site entry. I first made sure they were not in pain..."

2. Be thorough. Write as much as you can remember - the more details, the better. Don't leave room for people reading the report to interpret something the wrong way. Don't worry about your report being too long or wordy. The important thing is to report a complete picture of what occurred.

3. Be accurate. Do not write something in the report that you aren't sure actually happened. Report hearsay as hearsay, not as fact. For example, if a witness told you he saw someone leap over a fence and run away, be sure it's clear that the incident was a witness account, and that it's not clear whether that actually happened.

4. Be clear. Don't use flowery, confusing language to describe what occurred. Your writing should be clear and concise. Use short, to-the-point, fact-oriented sentences that don't leave room for interpretation.

5. Be honest. Even if you're not proud of how you handled the situation, it's imperative that you write an honest account. If you write something untrue it may end up surfacing later, putting your job in jeopardy and causing problems for the people involved in the incident. Preserve your integrity and that of the institution you represent by telling the truth.

## **Notifying Appropriate Groups**

Once the Incident form is completed and submitted, you will receive a copy via email. This will allow you to forward to your Manager and copy the following people:

- Your Manager and Department Director
- Allison Goodwin – Chief Executive Officer (agoodwin@refb.org)
- Alison Smith – Chief Operations Officer (asmith@refb.org)
- Paula Handelman – Chief Financial Officer(phandelman@refb.org)
- Patty Striniste – Chief People & Culture Officer (pstriniste@refb.org)
- Rod Towery – Director of Facilities, Fleet & IT Operations (rtowery@refb.org)

Human Resources must be notified immediately in case of injury or potential injury to any employee.

Facilities Manager will follow up with any property or vehicle damage and work with Finance on any repair or insurance claim information.