REFB Incident Reporting Policy

Purpose

This policy establishes the requirements and procedures for reporting and documenting all incidents at REFB, including injuries, property damage, altercations, and safety events. The goal is to ensure timely, accurate, and thorough reporting to protect the safety of employees, volunteers, participants, and property, and to comply with regulatory and insurance requirements.

Scope

This policy applies to all REFB employees, volunteers, and participants at all REFB locations and distribution sites.

Policy Statement

1. **Mandatory Reporting**
    - All incidents or near accidents must be reported on the same day they occur.
    - Incidents include:
        - Injury or near injury to an employee (must also be reported to HR for workers' compensation documentation).
        - Injury or near injury to a volunteer or participant.
        - Physical damage to REFB property or the property of others by an employee or volunteer.
        - Any altercation involving an employee, volunteer, or participant.
        - Any event at a distribution site requiring staff intervention or first responder assistance.
2. **Reporting Procedure**
    - Complete the REFB Incident Report form, available via Google Forms or the Safety Zone Portal, on the same day as the incident.
    - If the incident involves a REFB vehicle, also complete the WhipAround Insurance Accident Report with supporting photos.
    - Notify or copy your Department Director on the report.
    - Human Resources must be notified immediately in case of injury or potential injury to any employee.
3. **Incident Report Content**
    - Provide all required information, including date, time, location, and a detailed narrative.
    - The narrative must:
        - Be written in the first person, detailing events chronologically.

        - Include full names of all individuals involved.
        - Clearly answer who, what, when, where, and why.
        - Accurately describe your role and actions taken.
        - Distinguish between direct observations and hearsay.
        - Be thorough, accurate, clear, and honest.
4. **Distribution and Notification**
    - Upon submission, forward the incident report to:
        - 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)
    - Facilities Manager will follow up on property or vehicle damage and coordinate with Finance for repairs or insurance claims.
5. **Compliance and Accountability**
    - Failure to comply with this policy may result in disciplinary action.
    - All reports must be truthful and complete to preserve the integrity of REFB and its staff.

Review and Updates

This policy will be reviewed annually and updated as necessary to ensure compliance with legal, regulatory, and organizational requirements.

Example Implementation:

- If an employee is injured while unloading a truck, they must complete the incident report form the same day, notify their manager and HR, and provide a detailed narrative of the event. The report is then forwarded to the required leadership team members for review and follow-up.

This policy is based on the procedures and instructions outlined in the REFB Incident Report Instructions document.