



Montgomery County Workforce Investment Board

Policy: **Customer Incident Reporting**

Effective Date: July 1, 2012

Policy Number: 2012-06

SUBJECT: Customer Incident Reporting

PURPOSE: To provide MontgomeryWorks Workforce Investment Act (WIA) staff with policy and procedures for a consistent reporting process and form for any incidents or accidents that occur at a program/center site or at any site that is being used for the purposes of the program.

REFERENCES: Montgomery County Inclement Weather Policy, 2012

EFFECTIVE DATE: July 1, 2012

ACTION REQUIRED: Within 15 days of the receipt of this policy it is the recipient's responsibility to ensure all staff are informed of the policy and to create an internal process to ensure accountability.

POLICY:

A report must be filled out by the program staff as soon as possible after an incident occurs, both non-emergency and emergency. An incident may include any of the following:

- All injuries
- Disruptive behavior of customers or their children when in the center
- Any inappropriate behavior by the customer towards staff, such as the usage of profanity threats, or assault
- Property theft or damage
- Any suspected incident of abuse.

Incident and accident reports are valuable because:

- They capture complaints, accidents and other incidents before they become claims.
- They help establish a defense for claims.
- They serve as the basis for analyzing the causes of incidents and accidents and for recommending risk improvements to prevent similar events in the future.
- They help identify weaknesses in the current risk management policies and help to identify areas for improvement.

Risk Management: Incidents

1. If an incident occurs, attend to those involved to ensure there are no injuries.

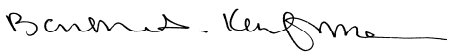
2. Complete an Incident Report Form, located on page 3 of this policy.
3. Keep the report on file by turning in all Incident Reports into the Director Operations and Director of Workforce Services within 24 hours of the event.

Risk Management: Accidents

1. Attend to any persons involved.
2. If necessary, move yourself and injured persons out of any areas of immediate danger such as fire or traffic.
3. Administer first aid if necessary. Only administer the level of first aid that you are qualified to perform.
4. Do not admit liability or promise to pay for expenses incurred by injured persons.
5. Call or ask a bystander to call 9-1-1 or the emergency number for police, ambulance and/or fire department if necessary. Do not leave the scene of the accident unless it is to call one of those services.
7. Complete the Incident Report Form, found on page 3 of this policy.
8. Keep the report on file.
 - Turn all Incident Reports into the Director, Division of Workforce Services, the Director of Operations, and other supervisory personnel within 24 hours of the event.

Approved:

July 11, 2012
Date of Board Approval


Barbara Kaufmann, WIB Director

Incident Reporting Form

This report must be filled out within 24 hours of the Incident or Accident and turned into the Center Manager and/or Program Director. If the incident requires the involvement of the police or paramedics, notify the Director of Operations immediately.

Date of Incident: _____ Date Reported: _____

Time of Incident: _____ Time Reported: _____

Specific Location within the Center or Program (e.g. Resource area, training room, office, worksite, etc): _____

Reporter Name: _____

Phone Number(s): _____

Position: _____ Agency: _____

Witness Name: _____

(List any additional witnesses on the back of this document)

Witness Phone Number(s): _____

Incident Description (Reporter): _____

Incident Description (Witness, if available): _____

Signature of Reporter: _____

Signature of Witness: _____