

CWP Policy and Procedure Manual

Program: CWP General Policy and Procedures	Section: 2-30
Subject: Incident Reports	Effective Date: 03/24/15 Rev: 10/01/22

A. Incident Report Policy

An incident report is completed and submitted to the Capital Workforce Partners (CWP) whenever an incident occurs during CWP-funded program and administrative operations that may have an adverse impact on CWP, its staff or participants.

1. Purpose of Submitting an Incident Report

The purpose of completing an Incident Report is to document the exact details of the occurrence while they are still fresh in the minds of those who were party to or witnessed the event. The information may be useful in the future if follow-up action is needed or when dealing with liability issues stemming from the incident.

2. Circumstances that require an Incident Report

Circumstances that require the completion and submission of an incident report include but are not limited to:

- a. An incident that causes injury to body or damage to property of program customers, staff or facilities
- b. An incident that threatens to cause bodily harm or damage to property of program customers, staff or facilities
- c. An incident of severe illness by participant or staff (such as severe allergic reaction, a fall, vomiting, fainting)
- d. Any behavior of that is threatening or disrupts normal operations
- e. A report of harassment or abuse by customers or staff
- f. Issuance of formal verbal and/or written warnings to customers or staff under CWP's Addressing Prohibited Conduct policy
- g. Any incident that requires assistance from law enforcement or emergency responders
- h. A breach of confidential information

Note: For reporting instances of discrimination, conflict interest, fraud and abuse, see section 2-50 Complaint Policy and Procedures of the CWP Policy Manual.

B. Incident Reporting Procedures

1. Completing an Incident Report

The incident report is completed and submitted as soon as possible but no later 24 hours after the incident occurred. The report can be completed electronically or on paper. All applicable information is entered onto the report. The report is signed by both the staff person completing the report and their manager. See section 8 Forms of the CWP Policy and Procedures Manual for the Incident Report form.

2. Submitting an Incident Report

After the Incident Report is completed and signed by program provider/CWP staff, it is transmitted electronically via email to the CWP Contact¹ listed below. If the report is completed electronically, it is to be signed electronically and emailed to the appropriate CWP Contact's email address (see below). If the report is completed on paper, it is to be scanned and emailed.

Incident Location	CWP Contact	Email Address
AJC, Service Provider Sites, Worksites, Training Sites, Veeder Place	Sandy Mackie	smackie@capitalworkforce.org
CWP Administrative Office	Julie Watson	jwatson@capitalworkforce.org

¹ All incidents involving CWP employees must also be reported to the CWP Human Resources Manager.