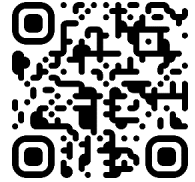




# HENDERSON FAMILY YMCA INCIDENT AND ACCIDENT REPORTING



## LEVEL ONE REPORTING

### Level 1 • Incidents & Accidents

Incidents to be reported immediately after the event:

- ANY call to 911 or when EMS, police or fire are dispatched
- Heart attack, severe cardiac event or death
- Sexually related incident and/or allegation
- Passive aquatics rescue or other events requiring rescue breathing, CPR, AED, or O2 administration
- Any form of suspected abuse
- Property damage that interrupts your business
- Injury requiring EMS transport
- Auto accident/theft involving YMCA owned vehicle
- Staff or member threat
- Faith-based, gender-based, sexually oriented, ethnic racial or socio-economic bullying or slur
- Immigration & Customs Enforcement (ICE) encounters
- Event resulting in loss of consciousness
- News/public relations issue

### Level 1 • What to do

ALL INCIDENTS:

1. Notify your supervisor immediately.  
\*\* See reverse for Contact List.
2. Call David Caudle. If you cannot reach David Caudle, please contact Risk Management. See reverse for contact information.
3. Complete Incident Report at [www.Risk.YMCAMSO.org](http://www.Risk.YMCAMSO.org) within 12 hours.
4. Follow up with the member by phone within 24 hours.

STAFF INJURIES: Notify your supervisor immediately and complete Staff Injury Report at [www.Risk.YMCAMSO.org](http://www.Risk.YMCAMSO.org)

## LEVEL TWO REPORTING

### Level 2 • Incidents & Accidents

Incidents to be reported **within 24 hours of the event**:

- Accidents or incidents that are less serious than Level One but may result in an insurance/Workers' Compensation claim.
- If the person indicates they plan to pursue a claim, medical bills, lost wages or injury.

Examples of possible claims could include:

- Broken bone or other significant injury
- Significant theft/damage to personal property
- Aquatics assist or rescue of active person
- Physical altercation/fight
- Significant behavioral incident
- Possible concussion/head injury
- Staff injury requiring medical treatment

### Level 2 • What to do

ALL INCIDENTS:

1. Notify your supervisor immediately.  
\*\* See reverse for Contact List.
2. Call David Caudle. If you cannot reach David Caudle, please contact Risk Management. See reverse for contact information.
3. Complete Incident Report at [www.Risk.YMCAMSO.org](http://www.Risk.YMCAMSO.org) within 24 hours.
4. Follow up with the member by phone within 24 hours.

STAFF INJURIES: Notify your supervisor immediately and complete the Staff Injury Report at [www.Risk.YMCAMSO.org](http://www.Risk.YMCAMSO.org)

## LEVEL THREE REPORTING

### Level 3 • Incidents & Accidents

Incidents when **report should be submitted**:

- Minor incidents when ice or basic first aid is given
- Insect or bug bite/sting
- Pool contamination resulting in no injuries
- Discipline situation
- Member disagreement
- Auto accident/theft without injury for non-YMCA vehicles
- General member concern

### Level 3 • What to do

ALL INCIDENTS: Complete Incident Report at [www.Risk.YMCAMSO.org](http://www.Risk.YMCAMSO.org) within 24 hours.

STAFF INJURIES: Notify your supervisor immediately and complete the Staff Injury Report at [www.Risk.YMCAMSO.org](http://www.Risk.YMCAMSO.org)

In protection of information and in preparation for potential litigation, incident reporting and subsequent follow up should be factual and restricted to risk and legal counsel. Subsequent follow up should be by phone.

# HENDERSON FAMILY YMCA

## INCIDENT AND ACCIDENT COMMUNICATIONS

GENERAL INCIDENT INFORMATION	<p><b>If you are unsure if you should call 911, MAKE THE CALL.</b></p> <p>If an incident involves calling 911, or when EMS, police or fire are dispatched, please call David Caudle. If you cannot reach David Caudle, please contact Risk Management as soon as the scene is safe.</p> <p>If you suspect child abuse or neglect, please contact David Caudle or Risk Management. They will support and work with you related to making a report to Vance County Child Protective Services.</p> <p>Do not discuss or share details of the incident with anyone, except authorized individuals. Authorized Individuals are named below in the chart of Association Contact Information.</p>
MEDIA	<p>David Caudle is the authorized spokesperson for the Henderson Family YMCA and will make all media statements, as well as Association updates, announcements, or other information releases.</p> <p>If a reporter calls or shows up at the branch tell them politely: "David Caudle is our YMCA spokesperson, I will call and let them know that you are waiting here for them (or that you called)."</p> <p>If the reporter wishes to call David Caudle directly you may provide them with his cell phone number. DO NOT let reporters' film or interview members/staff or access the facility while they are waiting for David Caudle .</p>
INCIDENT REPORTS	<p>Within 12-24 hours of an event (depending on severity), an incident report and any backup information should be completed.</p> <p>Please use the following naming convention in the subject line when submitting: Incident Report – Name of Main Person Concerned - Date (Ex. Incident Report - Harry Potter - 4/19/24)</p> <p>Please be discreet when filling out the incident report. The incident report is an internal, legal document and should not be copied and distributed to the victims or anyone involved.</p> <p>If anyone asks for a copy of the report, politely inform them "This is an internal document for our records." If they are adamant about receiving a copy of the report, please direct them to Risk Management.</p> <p>If a single incident involves a member and a staff injury, both an incident report and a workers' comp report need to be completed.</p>
STAFF INJURIES	<p>If an employee is injured while working, please complete the Staff Injury Report. HR will reach out within 24 hours.</p> <p>Please use the following naming convention in the subject line when submitting: Staff Injury Report – Name of Main Person Concerned - Date (Ex. Staff Injury Report – Frodo Baggins - 4/19/24)</p>
ATTORNEY OR INVESTIGATOR VISITS	<p>If anyone identifying themselves as an Attorney or investigator calls or shows up at branch tell them politely:</p> <p>"Senior Staff will help you. I will call and let that person know you are waiting here for him/her (or that you called)." Call Risk Management for instructions.</p>

LEADERSHIP CONTACT INFORMATION	FIRST NAME	LAST NAME	CELL PHONE
CEO	DAVID	CAUDLE	(252) 432-1746
DIRECTOR OF FACILITY	JAMES	ALEXANDER	(252) 213-3027
DIRECTOR OF FINANCE	KELLY	FOSTER	(252) 425-7075
DIRECTOR OF MARKETING	CHRISTINA	MICELI	(414) 704-7554
PROGRAM DIRECTOR – HEALTH & WELLNESS, TEEN ENRICHMENT	LATONYA	BROWN	(919) 988-2713
PROGRAM DIRECTOR - MEMBERSHIP	TESA	ALEXANDER	(252) 432-5725
PROGRAM DIRECTOR - SWIM	KIM	DAVIS	(252) 378-4322
PROGRAM DIRECTOR – YOUTH CAMPS	CHRISTINE	WILLIAMS	(252) 431-4640
CHILD ABUSE REPORTING INFO	VANCE COUNTY CHILD PROTECTION SERVICES (252) 436-0407 8:30AM-5:00PM (252) 432-1158 AFTER HOURS		
MANAGER, OPERATIONAL RISK MANAGEMENT - YESS	JENNIFER	GLEASON	(919) 271 8404