

Incident Report Procedure

Best Buddies International



Overview

The incident report is designed to manage and protect all Best Buddies members, volunteers, and staff. Best Buddies defines an incident as any occurrence at a program and/or chapter event, meeting, or buddy pair outing which results in an injury to a member, requires medical attention, or any situation that requires the presence of campus security, police, fire, or emergency medical services. Examples of this include:

- Car accident
- Fall resulting in injury that requires medical attention (e.g., broken limb, twisted ankle, concussion)
- Personal medical emergency (e.g., seizure, heart attack, severe diabetic event)
- Tornado, earthquake, flooding, or other severe weather that results in injury to a Best Buddies participant

An incident may also involve altercations between or involving any Best Buddies members, repeated issues between Best Buddies members that are not being resolved, extreme emotional reactions from a member, or allegations of abuse. Examples of this include:

- Extreme reaction when a friendship match has been dissolved
- Persistent and unreasonable contact from one member to another that has not been resolved after intervention from the chapter advisors, school administration, and/or Best Buddies staff
- Allegations of abusive behavior toward or by any Best Buddies member, volunteer, or staff

When any of the above incidents occur, the procedure created by Best Buddies must be followed. The incident report procedure is designed to protect all affiliated Best Buddies members, volunteers, and staff. Best Buddies chapter leaders and staff should be familiar with the incident report procedure as the safety of our members is our top priority.

Procedure for Managing Incidents

Information in this section outlines the steps to complete when an incident occurs involving an injury or non-injury.

Procedure: Incidents involving injury to a member, volunteer, or staff

1. Immediately involve chapter advisors, school administration, and/or Best Buddies staff if present.
2. Assess the situation: is there imminent danger? Get everyone to safety. Are people injured? Who is injured and to what extent are their injuries?
3. Contact Emergency Medical Services – 911 and campus police.
4. The injured party's emergency contact should be contacted immediately.
5. As soon as emergency services have arrived and the injured persons emergency contact has been reached, contact your Best Buddies staff contact (if they are not present). The staff person will communicate and report the situation immediately to Best Buddies International and state leadership staff.
6. Work with the involved parties and chapter advisors to complete and submit the Incident Report form within 24 hours of the incident to school administration and your Best Buddies staff member.

Procedure: Incident not involving injury or medical services (as defined above)

1. Discuss the situation with all involved members, chapter leaders, advisors, and Best Buddies staff.
2. Work with the involved members and/or chapter leadership and advisors to complete the Incident Report form within one week.
3. If determined necessary based on the incident and situation review, develop an action plan for discussing with any pertinent parties involved (members, parents, school administration, etc.).

Incident Report Procedure

Best Buddies International



Procedure for Completing the Incident Report

When an incident occurs involving Best Buddies members, either at a Best Buddies event or an offsite activity involving members, the primary point of contact involved in the situation (member, chapter leader, advisor, volunteer, or staff) must submit an Incident Report. Please follow the guidelines below when completing the report:

1. Once information has been gathered regarding the incident and all Best Buddies staff are informed of the situation, download the incident report form on the Best Buddies University [website](#).
2. The report should be completed by the chapter leader and/or advisor (or event lead) to the best of their knowledge and include information in detail from those members who have direct involvement with the situation, or by information gathered and communication shared by those involved (if the incident occurred outside of an event).
3. All information is relevant and should be included; it is better to include more information that is not necessary than to leave out details that may support the situation moving forward.
4. The person completing the report should detail the relationship of all those involved in the incident, being particular to note who is in Best Buddies with an approved membership application on file, and who is not in the chapter or program (if applicable).
5. Once complete, the chapter leader/advisor (or event lead) should submit the report directly to the Best Buddies staff contact who will review and assess the situation with state leadership. Information and next steps on how to handle communication with involved parties and finalize the incident will be communicated directly to the chapter leadership and advisor (or event lead) from Best Buddies staff.

Procedure for Managing Media

Best Buddies International has an established media relations policy and procedures to ensure clear, factual communications with the public and to protect the interest of the organization.

In the event Best Buddies is involved in a national news story, crisis management, emergencies, or other public-facing media event, Best Buddies staff, members, volunteers, and board members, are requested to not directly respond to any inquiries from the media concerning matters related to the organization. Please route all media inquiries directly to the Director of Communications, Nicole Maddox.