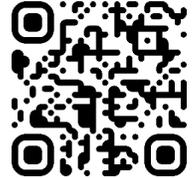




YMCA OF SOUTHEASTERN NORTH CAROLINA INCIDENT AND ACCIDENT REPORTING



LEVEL ONE REPORTING

Level 1 • Incidents & Accidents

Incidents to be reported immediately after event:

- ANY call to 911 or when EMS, police or fire are dispatched
- Heart attack, severe cardiac event or death
- Sexually related incidents and/or allegations
- Passive aquatics rescue or other event 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 vehicles
- Staff or member threats
- Faith-based, gender-based, sexually oriented, ethnic racial or socio-economic bullying or slurs.
- Event resulting in loss of consciousness
- News/Public Relations issue

Level 1 • What to do

ALL INCIDENTS:

1. Notify your Branch's Executive Director immediately.
** See reverse for Contact List.
2. Call Meghan Merritt, COO. If you cannot reach Meghan Merritt, please contact Risk Management. See reverse for contact information.
3. Complete Incident Report at www.Risk.YMCAMSO.org within 12 hours.
4. Follow up with member by phone within 24 hours.

STAFF INJURIES: Notify your supervisor immediately and complete Staff Injury Report at 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 bones 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 Branch's Executive Director immediately.
** See reverse for Contact List.
2. Call Sarah Millholland, HR Director. If you cannot reach Sarah Millholland, please contact Risk Management. See reverse for contact information.
3. Complete Incident Report at www.Risk.YMCAMSO.org within 24 hours.
4. Follow up with member by phone within 24 hours.

STAFF INJURIES: Notify your supervisor immediately and complete Staff Injury Report at www.Risk.YMCAMSO.org

LEVEL THREE REPORTING

Level 3 • Incidents & Accidents

Incidents when **report should be submitted:**

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

Level 3 • What to do

ALL INCIDENTS: **Complete Incident Report** at www.Risk.YMCAMSO.org within 24 hours.

STAFF INJURIES: Notify your supervisor immediately and complete Staff Injury Report at 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.

YMCA OF SOUTHEASTERN NORTH CAROLINA

INCIDENT AND ACCIDENT COMMUNICATIONS

GENERAL INCIDENT INFORMATION	<p>If you are unsure if you should call 911, MAKE THE CALL.</p> <p>If an incident involves calling 911, or when EMS, police or fire are dispatched, please call Meghan Merritt. If you cannot reach Meghan, please contact Risk Management as soon as the scene is safe.</p> <p>If you suspect child abuse or neglect, please contact Meghan Merritt, COO or Risk Management. They will support and work with you related to making a report to the appropriate County Department of Social Services.</p> <p>Do not discuss or share details of the incident with anyone, except authorized individuals. Authorized Individuals are those named below in the chart of Association Contact Information.</p>
MEDIA	<p>Sarah Gibbs, VP of Development, is the authorized spokesperson for the YMCA of Southeastern North Carolina 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: "Sarah Gibbs 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 Sarah Gibbs directly you may provide them with her cell phone number. DO NOT let reporters film or interview members/staff or access the facility while they are waiting for Sarah Gibbs.</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)."</p> <p>Call Stacey Coffman for instructions; if Stacey is unavailable, contact Jennifer Gleason.</p>

ASSOCIATION CONTACT INFORMATION	FIRST NAME	LAST NAME	CELL PHONE
PRESIDENT & CHIEF EXECUTIVE OFFICER	DICK	JONES	(910) 617-8601
CHIEF OPERATING OFFICER (COO)	MEGHAN	MERRITT	(828) 772-5933
FINANCE DIRECTOR	CEDRICK	BARRETT	(910) 336-1589
VICE PRESIDENT OF DEVELOPMENT	SARAH	GIBBS	(336) 970-0836
VICE PRESIDENT OF YOUTH SERVICES	COREY	MAARSCHALK	(910) 777-8902
HUMAN RESOURCES DIRECTOR	SARAH	MILLHOLLAND	(704) 743-8776
NEW HANOVER COUNTY DEPARTMENT OF SOCIAL SERVICES	DURING BUSINESS HOURS (910) 798-3420 AFTER HOURS, WEEKENDS, HOLIDAYS (910) 452-6120		
BRUNSWICK COUNTY DEPARTMENT OF SOCIAL SERVICES	DURING BUSINESS HOURS (910) 253-2077 AFTER HOURS, WEEKENDS, HOLIDAYS CALL 911		
PENDER COUNTY DEPARTMENT OF SOCIAL SERVICES	(910) 259-1240		
SAMPSON COUNTY DEPARTMENT OF SOCIAL SERVICES	DURING BUSINESS HOURS (910) 592-4200 AFTER HOURS, WEEKENDS, HOLIDAYS CALL 911		
RISK MANAGEMENT LEADER - YESS	STACEY	COFFMAN	(919) 770 9869
MANAGER, OPERATIONAL RISK MANAGEMENT - YESS	JENNIFER	GLEASON	(919) 271 8404
SITE EXECUTIVES	FIRST NAME	LAST NAME	CELL PHONE
EXECUTIVE DIRECTOR, CAMP KIRKWOOD	SAVANAH	STANDIFER	(803) 908-7548
EXECUTIVE DIRECTOR, NIR FAMILY YMCA	JOSH	GRAVETTE	(434) 401-5729
SENIOR MEMBERSHIP DIRECTOR, MIDTOWN YMCA	NATASHA	MOORE	(201) 400-2136
EXECUTIVE DIRECTOR, SAMPSON COUNTY YMCA	JOHN	ADAMS	(910) 616-7600
ASSOCIATION ATHLETICS DIRECTOR	LEE	SPOONER	(678) 641-6466