

## Preparation for and Response to Serious Incidents

As Adopted by JHSC Members,

### Table of Amendments

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## **1. Purpose**

This Serious Incident Response Policy Guideline is intended to provide a basis for the Society to prepare for and respond to a serious incident in a manner that will ensure that long-term service efforts and principles for criminal justice that the Society promotes are not undermined and will reduce potential harm to the reputation of the Society.

## **2. Definition : Serious Incident**

A 'Serious Incident' is one that:

- i. involves the serious harm to a member of the public, client, staff or volunteer of the Society whether that occurs through an accident or deliberate act;
- ii. a serious crime thought to be committed by a person who is, or has been, a client, staff or volunteer of the Society;
- iii. an act, or accusation of an act, of a person associated with the Society that might bring disrepute to the Society; or
- iv. an event such as fire, other natural event, major theft or break and enter of Society premises.

## **3. Designated Responsibilities**

### **a. Preparatory**

#### **i. Board Of Directors**

It is the Responsibility of the Board of Directors to:

- (1) require and review the Serious Incident Response Policy Compliance Report produced by staff annually, and
- (2) pre-arrange for appropriate legal counsel that will be available for consultation by staff during a crisis.

#### **ii. Executive Director**

It is the responsibility of the Executive Director to:

- (1) prepare a *Serious Incident Response Policy Compliance Report* for the Board of Directors to review annually. The Compliance Report shall feature a checklist that confirms compliance in:
  - (a) Preparing for a Serious Incident
  - (b) Responding to a Serious Incident
  - (c) Managing the aftermath of a Serious Incident;
- (2) convene and train on an ongoing basis a Serious Incident Response Team consisting of the key senior staff for each distinct office location. This Team will meet at regular intervals to assist in the preparation of the Special Incident Response Compliance Report;

- (3) ensure that the members of the Serious Incident Response Team will each be provided instructions in writing to perform particular functions in the event of a Serious Incident including liaison with victims, staff, police, parole, probation, and the media.

**iii. Supervisors**

It is the ongoing responsibility of each Supervisor to train their staff to respond to Serious Incidents in accordance with the policy.

**iv. Special**

Each designated staff person including the Executive Director, program supervisors and members of the Serious Incident Response Team shall be responsible to record changes to contact information as the changes occur.

**v. All Staff**

All staff are responsible to remain familiar with this policy and their responsibilities under this policy.

**b. In Response to an Incident**

- i. It is the responsibility of all staff to alert their supervisor immediately in the event of a Serious Incident, and to record in writing what they know about the incident.
- ii. Upon notification by staff or others of a real or potential Serious Incident, the Executive Director will immediately:
  - (1) convene the Serious Incident Response Team and meet as soon as practicable;
  - (2) advise board members, legal counsel, provincial and national JHS, the insurance company, and community partners of the incident;
  - (3) assign to appropriate staff responsibility to gather information and prepare the Serious Incident Report; and
  - (4) Supervise and direct the implementation of the policy.

**c. Aftermath**

After the Serious Incident is past the crisis stage, the Executive Director shall:

- (1) initiate a review of the incident involving key staff, board and other appropriate persons and, as appropriate, make recommendations to the Board of Directors for policy changes; and
- (2) subject to legal and privacy considerations, share the recommendations with the provincial and national JHS offices.

#### **4. Serious Incident Resource Information Binder**

- i. A Serious Incident Response Binder should be created and maintained with, at a minimum, the following current information:
  - (1) the current Serious Incident policy;
  - (2) Serious Incident Policy Checklist;
  - (3) the names and contact information for key individuals identified in this policy. Information should current home/cell telephone numbers for all supervisory staff and Serious Incident Response Team members;
  - (4) information collection forms of the serious incident;
  - (5) guidelines for media relations; and
  - (6) Program and Agency Information.
  
- ii. The Serious Incident Response Policy Binder will be located at each office location in a place accessible to all staff. Each Binder will be up-dated at least annually except for current contact phone numbers which will be updated as changes occur.

## 5. Serious Incident Checklists

The following checklists identify the elements of the policy and the steps to follow in complying with this policy. The policy should be reviewed for compliance at least annually.

### a. Preparatory - Checklist

<b>Key Contact information</b>	<b>Check</b>	<b>Review Date</b>
Key staff, at local, provincial and national JHS and all local board members (including home telephone, fax, cell phone, pager etc.).		
Police, fire, ambulance etc.		
Designated legal counsel		
Liaison staff with police, corrections officials etc.		
Collateral organizations		
Insurance company		
Legal counsel		
Key media contacts		
Key political offices		

<b>Program and Agency Information</b>	<b>Check</b>	<b>Review Date</b>
Mission and Purpose statements		
Brief description of each program		
Copies of recent audits, reviews and evaluations		
Annual Service Reports		
Talking Points on key issues		

<b>Organizational Readiness</b>	<b>Check</b>	<b>Review Date</b>
Up to date Staff Safety and Security Policy.		
Assign and train a Serious Incident Response Team (staff with board liaison).		
Anticipate and prepare for types of incidents requiring a Serious Incident Response; practice response.		
Present monitoring report on Serious Incident Response preparedness at regular intervals to the Board.		
Prepare reports annually for the Board on the nature and adequacy of liability, property and other insurance coverage.		

<b>Community Relations - Residences</b>	<b>Check</b>	<b>Review Date</b>
Neighbourhood Advisory Committee.		
At least two meetings annually for each Advisory Committee (minutes appended)		
Formal police, parole and probation liaisons for each residence (names & contact info. appended)		
Annual Service Report to Mayor and appropriate City Councillors		
Annual Open House for each residence with invitations to Mayor, Councillors, Members of Parliament, Advisory Committee, Police, Probation & Parole		

**b. Immediate Response and Actions - Checklist**

<b>Immediate Steps</b>	<b>Check</b>	<b>Revise</b>	<b>Date</b>
by all staff			
Administer first aid			
Contact emergency services			
Vacate premises as required			
alert supervisor or Executive Director			
by Executive Director or designate			
Convene JHS Serious Incident Response Team			
Advise Board members			
Advise JHS at provincial and National levels			
Advise police, parole, & probation as appropriate			
Advise collateral organizations			
Advise insurance Company of potential liability			

<b>Serious Incident Response Team</b>	<b>Check</b>	<b>Revise</b>	<b>Date</b>
Brief team members			
Delegate ongoing management and supervisory responsibilities to appropriate staff			
Assign member to contact & liaise with victim's family			
Assign member to contact & liaise with offender's family			
Assign member to meet with & debrief staff			
Assign member to liaise with media			
Assign responsibility to appropriate staff to document all matters relating to the event and all actions taken.			
Prepare Information Sheets as needed for dissemination to JHS affiliates, community, service network, media; includes statement of facts			



<b>Collect and Protect Information on Incident</b>	<b>Check</b>	<b>Rev</b>	<b>Date</b>
Protect file information by copying materials that may be subpoenaed			
Staff prepares Serious Incident Report describing who, what, where, when of incident			
Report(s) signed off by Program Director			

<b>Media Liaison</b>	<b>Check</b>	<b>Rev</b>	<b>Date</b>
Only designated Serious Incident Response Team members will communicate with the media			
Acknowledge tragic circumstances, extend condolences to victims and community			
Choose message carefully; first comments or reactions may be featured prominently			
Indicate steps taken to review what happened and to avoid a further tragic event			
Schedule press conference if appropriate; have a prepared statement available (i.e. Response Information Sheet); have an exit strategy to end the press conference; attempt to have community partners (especially police) available			
Be consistent with Response Information Sheet			

**c. Aftermath - Checklist**

<b>Immediate Aftermath</b>	<b>Check</b>	<b>Review Date</b>
Protect staff and clients from extended media exposure by referring media to designated media liaison persons.		
Where appropriate, extend sympathies to victim and/or their family.		
Provide opportunities for neighbours and community at large to understand that appropriate corrective action has been taken		
Ensure all funding sources are aware of serious incident and corrective actions taken.		
Obtain legal opinion regarding steps to minimize liability.		
Consult with provincial and national JHS on participation in any investigation and steps to limit liability or negative publicity to JHS Network		
Debrief staff, board and JHS provincial and national.		
Obtain support and or counselling for staff who may be seriously affected by the event.		

<b>Longer-term Aftermath</b>	<b>Check</b>	<b>Review Date</b>
Prepare Serious Incident Report that Assess policy implications of event and recommend preventative action steps.		
Share Serious Incident Report with JHS provincial and national offices.		
Participate in any investigation, inquiry or inquest.		
Update Serious Incident Response Policy.		