

## INCIDENT COMMUNICATION POLICY

**Policy:** This incident communication policy will establish the procedures for volunteers and staff to communicate to the appropriate authorities when incidents arise.

**Purpose:** To establish a protocol for reporting incidences for all key people involved in the shelter including agencies outside of Fairbanks Youth Advocates during and after incidents.

### **Procedure:**

**In case of Emergency, please refer to the procedure outline in the Emergency Preparedness Plan (the flipchart) *first* . Once the emergency is contained, follow procedures outlined in the Protocol.** See **Emergency Preparedness** for specific, immediate procedures for anticipated events. Be familiar with procedures - emergencies seldom give you the opportunity to look up what to do!

### **When to Report:**

1. **Prior to the end of the shift**, notify **FPC** contact if any of the following events occur:
  - a. non-serviceable or malfunctioning utilities,
  - b. inoperable security or entry control devices; inoperable FPC telecommunications equipment or services,
  
2. **Prior to the end of the shift**, notify **FYA** contact if any of the following events occur:
  - a. 911 emergency calls originating in the facility; entry of any emergency medical services personnel into FPC facility,
  - b. entry of any law enforcement personnel into FPC facility,
  - c. or any other event that results in damage or harm to FPC facilities or results in harm to staff, volunteers or guests.
  
3. **Immediately** notify **FYA** contact person(s) if any of the following occurs:
  - a. serious injury or death of volunteer, staff, or client,
  - b. evacuation of premises,

### **Who to Report to:**

#### **FPC :**

Primary: Norm Klan 457-4089

Primary: Dave Henrey 455-4673

Alternate: Jim Williams 488-3157 or 978-3320

#### **FYA:**

Primary: Marylee 978-2332

Primary: Patrick 750-4065

4. Staff should complete an Incident Report form. (Or lead volunteer if staff was not present in building.) Witnesses may be asked to debrief to administration.
5. In case of evacuation, the Evacuation Report form should be completed.
6. Reports should be submitted to FYA Administration within 48 hours.