

INCIDENT RESPONSE & REPORTING

STATUS: Approved by Directors

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WHY

Incidents happen - and we gotta keep a record of it! We track incidents so that we have an internal record of what happened, and have documentation if we should ever need it for insurance, legal, or other needs. Additionally, it tracks key contact information, so that Directors can follow up with folks to ensure everything is okay. In some cases, we may need this documentation to provide refunds or for legal matters.

STEPS

1. Incident happens!

2. Check!

- a. Check on involved parties, and also ensure all other participants and personnel are in a safe space.
 - i. Severe injuries - Refer to your first aid training, assess the situation, ask for consent, and follow the procedure for providing care and/or calling for help.
 - ii. Bullying or conflict - intervene in conflict if possible to do so safely. Separate participants and personnel not related to the conflict. Check in with any participants or personnel involved (example: asking a child that got yelled at by a biker at the skate park if they are okay).
 - iii. Property missing - have all other participants and personnel check for their items to see if anything else is gone.

3. Calling 911-when in doubt, call!

- a. Call 911 immediately in these instances:
 - i. Any injury where the participant or personnel member appears to be losing or has lost consciousness
 - ii. Severe injury (bone, ligament, compound fractures, or injury to the head/neck)
- b. Reminder:
 - i. calling 911 is free, and medics coming to the scene are free. What isn't free is going in an ambulance or staying in the ER.

MISSION

To create an inclusive community by promoting confidence, leadership, and social justice through the sport of skateboarding.

VISION

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VALUES

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- ii. If someone has a head or neck injury and can't move - DO NOT TOUCH OR MOVE them. See head injury policy below.

4. Call families or emergency contacts

- a. The next priority is to call parents/guardians if minors are involved. Call emergency contact if adults are involved.
 - i. Introduce yourself
 - ii. Explain what happened
 - iii. Let them know your next steps
 - iv. For parents, you may need to ask consent for either of these situations:
 - 1. Sending their child in an ambulance
 - 2. Confirm if child needs to be picked up immediately, or stay at program until parent is able to pick up

5. Gather additional information (if necessary)

- a. Get names and contact info of anyone involved in the incident and/or witnesses so it can go in the incident report and we can follow up if needed
 - i. Note: This is more important for anyone who is not a registered participant, as we have all info for our registered participants

6. Contact your supervisor

- a. Send a brief text to your supervisor regarding the injury.
- b. Ask for any clarity on procedures if you have questions.
- c. Plan to make yourself available post-program to provide additional information to Director.

7. Complete report!

- a. Your last step is to complete the incident reporting form. If the incident happened in the middle of a program, you may need to complete this form after programming is completed. DO NOT fill out an incident report in the middle of a program if you have a group of children you must supervise. In this case, complete the report as soon as the program ends.
- b. [Here is the link to the reporting form.](#) This should be bookmarked on your phone.



- c. What deserves an incident report?

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- i. Participant or personnel hits their head
- ii. Participant or personnel sitting out for more than 20 mins due to injury, not choice (ex: severe sprain or break)
- iii. Bullying or conflict involving participants or personnel that severely affects programming
- iv. Property of participant or personnel getting stolen or missing
- v. Any time law enforcement or ambulance are called
- vi. Any time staff feel like they should fill one out - when in doubt, fill it out!

8. Director follow up

- a. Directors review incident reports as soon as possible.
- b. Directors follow up with involved parties, such as skaters, their parents, or law enforcement.
- c. Directors work with the Finance and Registration Director to process any refunds or program credits as needed. Any participant who is injured during a Skate Like a Girl program is entitled to a full cash refund.
- d. If it is a head injury, share [the CDC Heads Up fact sheet](#)

AVOID/TIPS/BEST PRACTICES

General tips

- If you are unsure you should fill out an incident report - just do it. It never hurts!
- Think critically in every situation to best serve the needs of the injured person. Think - what would you want someone to do for you? What would you want someone to do for your family member?

Getting injured participants to medical facilities

- Calling 911 is free, and medics coming to the scene are free. What isn't free is going in an ambulance or going to the ER. However, in severe scenarios, sending our participants in an ambulance to the ER is the only option.
- If unsure and the injury is less severe, parent/guardians can elect to drive participant to ER to avoid costly ambulance fees
- If parents/guardians do not answer, we have medical consent on file for each participant, therefore participants should be sent in an ambulance.
- Do not drive youth participants to medical facilities unless that is the only possible option (example: there is no cell service where you are and 911 cannot be reached).
- Personnel can drive adult participants to medical facilities, so long as it doesn't interfere with programming (do not abandon the program).

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Head Injury Specific Policy

Type 1: Severe fall straight onto head, knocked out, and/or clear signs of concussion.

Clear signs of concussion = signs of memory loss, throwing up, passing out, and sleepiness.

1. After initial check, ensure participant is not moved, and the area surrounding is clear and safe
2. Ensure safety of other participants by asking all participants to take a knee immediately
3. Call 911
4. Call the parent/guardian to let them know what happened and that an ambulance is on the way. Leave a voicemail if no one answers.
5. Continue to monitor concussed participants until medical professionals arrive. Do not under any circumstances leave a potentially concussed participant alone.
6. Lead staff delegate to Assistant to pull medical release waiver from program binder and/or pull it up digitally. This may be requested by the hospital to admit the injured participant.
7. Lead staff delegate Assistant staff members and/or volunteers to circle other skaters up for a non-skateboarding activity such as a group game or water/snack break.
8. Lead staff delegate to another staff member or volunteer to call the local Chapter Director to inform them of the severe head injury.
9. Local Director email parents the [CDC Heads up Fact Sheet](#).
10. Local Chapter Director will work with skaters and/or their families to create a plan around return to programming. All participants who experience an injury during a Skate Like a Girl program are entitled to a full refund.

Type 2: Not a direct fall on to head, coherent and alert behavior, and no clear signs of concussion.

Participant pulled from programming and evaluated for signs of concussion for the next 20 minutes by a Lead staff, or other senior staff member such as Program Manager or Director.

If the participant begins to exhibit symptoms of a concussion during the observation period of 20 minutes, follow protocols listed above for severe head injury above.

If participant does not exhibit signs of concussion after the observation period of 20 minutes

1. Call the parent/guardian to let them know of the incident and your observations
2. Let parent/guardian know that the participant will not be skating for the rest of that day's program, although they do seem generally okay. We want to prevent any compounding injury for the remainder of the program.

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3. Let them know that parent/guardian or emergency contact is welcome to pick up the participant early or staff will do their best to keep the participant engaged outside of participating in physical activity (i.e. skateboarding) for the rest of the day's program.
4. Let them know if they choose to not continue to participate in the program due to this injury, they can contact the local Chapter Director for a refund.
5. Staff call or text Director as soon as possible to alert them of the injury.
6. Local Director email parents the [CDC Heads up Fact Sheet](#).

RESOURCES

- [Here is the link to the reporting form.](#)
- [CDC Heads up Fact Sheet](#)
- All Skate Like a Girl personnel are required to have CPR/First Aid training, and the Heads Up Training on concussions

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