

Incident Review Process

Step 1: Summarize the Incident

Provide a brief description of the incident, including the date and time.

Step 2: Summary of Injury & Follow Up

Step 3: Identify the Sequence of Events and Facts of the Incident

In this step the Area Support Manager will collect data, observations and background information that did or could have influenced the event. This will allow the development of a sequence of events/observations up to and after the incident. During this step it is important to pursue the “whys” that may lead to the identification of key causes. It is important to stick to the facts of the incident and avoid making suppositions or judgements.

When completing the Incident Review form the Area Support Manager is encouraged to take time to reflect on the incident. In addition to thinking about the incident itself, consider the preceding events leading up to the incident that may have contributed to it. Events and actions immediately following the incident should also be explored, as this can assist with learning and prevention.

To complete the Incident Review form the Area Support Manager will likely need to speak with the appropriate Section Leader/ Scouter(s) to gain additional information and clarity about the incident. Discussing the incident with the Scouter(s) (or other adults/ members) who witnessed it can make it easier to break the incident down into smaller elements. It also provides another viewpoint on potential causes and/or corrective actions. Attached is a Witness Interview Guide. The use of the guide is voluntary, but it can help guide discussions with Scouter(s) when gathering information about the incident. When speaking with Scouter(s) about the incident it is important to be clear that there are no right or wrong answers and the Incident Review Process is not about placing blame. Rather, it is intended to help ensure similar incidents are prevented in the future. It is important to support the Scouter(s) and encourage them to engage in a process of reflective learning; admitting we made an error or failed to do something can be challenging and difficult to do. Ensure that the Scouter feels supported and that their concerns have been heard.

Step 4: Using Information from Step Two and the Process of Asking “Why”, Develop a List of the Key Contributing Factors

For further illustration of how to identify the key Contributing Factors, see the sample Incident Review form. For example, when we ask “why” the board was in the field, we can state that it is because no one inspected the field for hazards prior to the game of Capture the Flag.

While there is space for up to 5 Contributing Factors on the form, it is important to identify as many as possible. Add additional pages if extra space is needed.



Step 5: Identify Recommended Corrective Actions and Assign a Priority Level

Identify and list the appropriate Corrective Actions to mitigate future incidents and assign them with a priority level of low, medium, or high.

All recommendations should be related to a cause and include:

- Specific description of the action(s) to be taken
- Measurable outcome and/or effectiveness
- Achievable actions given resources available
- Realistic identification and assignment of action(s) to individuals with the ability to complete it
- Timely implementation to complete the action

Each Corrective Action should each be linked to a Contributing Factor. There may be numerous Corrective Actions suggested for one Contributing Factor, or one Corrective Action may address a number of Contributing Factors.

Ideally, the corrective actions will be ones that the Area Support Manager can begin to implement at a local level. There may be occasions when gaps or needs in broader Scouts Canada Policies are identified, but this should not be the norm. Area Support Managers are encouraged to use existing resources and information sources to identify and implement strategies that are consistent with the identified corrective actions. This may take varying forms; for example it may mean educating Section leaders about proper safety for winter activities. Innovative and local best practices will be our greatest source of support as we work to establish a safety culture at Scouts Canada.

The Area Support Manager should review the corrective actions with the appropriate Section leader(s). This will assist in identifying any challenges or barriers to implementing the corrective actions.

Step 6: When Completed, Sign and Forward Incident Review Form to National Office

Once completed, the Area Support Manager should sign the Incident Review form. If there was a similar incident in the past for which an Incident Review form was completed, circle "Yes" and provide the Incident Review number for the previous incident. The completed Incident Review form must be forwarded to the Safe Scouting Director at Scouts Canada within 30 days. Prior to submission, the Area Support Manager should review the results of the review with the Council Executive Director and incorporate feedback as required.

The Safe Scouting Director or another staff member may contact the individual who completed the Incident Review form in order to gain additional information, data, or observations. The Safe Scouting Director will review the information and insights provided and conduct further analysis and information gathering with the goal of continually improving safety practices.



Incident Review Form

Incident Review Number: _____

STEP 1: SUMMARIZE THE INCIDENT

Brief Description of Incident (including date & time):

STEP 2: SUMMARY OF INJURY & FOLLOW UP

Nature of injury in detail – e.g. If it is a wrist/hand injury - is on the dominant hand?

Was medical treatment received? Yes No If yes, please give details of treatment.



Did the injury have any impact on the ability to work/go to school/physical activities? Yes No

If yes, please give details.

Was any time missed from work/school/Scouting activities? Yes No

If yes, please give details.

If individual is back to the health and functioning level prior to incident, how long was his/her recovery time?

Are any follow up treatments necessary? E.g. Physio, dental? Yes No

Long term prognosis/treatments?



STEP 3: SEQUENCE OF EVENTS AND FACTS OF THE INCIDENT –

Remember to pursue the “why’s” that may lead to identification of key causes

STEP 4: USING INFORMATION FROM STEP 2 AND THE PROCESS OF ASKING “WHY”, DEVELOP A LIST OF THE KEY CONTRIBUTING FACTORS

- 1)
- 2)
- 3)
- 4)
- 5)



STEP 5: RECOMMENDED CORRECTIVE ACTIONS INCLUDING PRIORITY LEVEL

SMART Recommendations: Specific Action, Measureable Outcome, Achievable, Realistic, Timely

CORRECTIVE ACTIONS:	PRIORITY: (L/M/H)
1)	
2)	



3)	
4)	
5)	

STEP 6: UPON COMPLETION SIGN AND FORWARD TO NATIONAL OFFICE

Name: _____ Position: _____

Phone: _____ Email: _____

Is this a Repeat Incident? YES NO

If Yes, state previous repeat Incident Review #: _____

Additional Comments:

Signature: _____ Date: _____



Witness Interview Guide

When speaking with Scouter(s) or other individual who witnessed the incident, it may be helpful to use the following questions to guide the discussion. This guide does not have to be completed; is presented as a tool to assist with the information gathering process.

Interviewer (Area Support Manager)

Name : _____ Sign: _____

Date: _____

Interviewee

Name: _____ Sign: _____

Date: _____

1. Where were you at the time of the incident?

2. What were you doing at the time of the incident?

3. What did you see?



4. If you were outside, what were the environmental conditions (i.e. weather)?

5. Do you have any opinions on the incident's causes?

6. Do you have any suggestions on preventing a similar incident in the future?

