



MEMBERSHIP/HEALTHY LIVING INCIDENT REPORTING FRAMEWORK

LEVEL 1 REPORTING

Level 1 • Incidents

- Minor injury requiring basic first aid
- Insect or bug bites/stings
- Mild allergic reaction
- Aquatics rescue in which assistance was given to a swimmer but no first aid was needed (Example: a simple save)
- Member or guest using YMCA facilities to work with a "client", or facilitate a "third-party program"
- Member/participant/guest verbal disagreement
- Member/participant/guest shares safety concerns (facility or people related)
- Inappropriate comments/cursing
- First time minor violation to Member Code of Conduct

Level 1 • What to Do

ALL INCIDENTS:

1. Responding staff addresses concern with member/participant/guest.
2. Responding staff reports the incident to the Shift Lead or Director.
3. If reported to Shift Lead, they must report incident to the Director.
4. Incident Report must be completed within 24 hours.

LEVEL 2 REPORTING

Level 2 • Incidents

- Non-life threatening injury (sprains, strains, minor cuts, etc.)
- Aquatics rescue with additional safety concerns identified (Examples: child not in arm's reach of guardian, child without swim band, child not wearing a life jacket, etc.)
- Unauthorized or inappropriate use of program spaces by member/participant/guest during business hours
- Minor physical altercation
- Report of mental health concern (1st)
- Alcohol/drugs/smoking on property
- Repetitive minor violations to Member Code of Conduct
- Auto accident without injury
- Property damage caused by member/participant/guest that does not interrupt business
- Reported theft of or damage to personal property/belongings

Level 2 • What to Do

ALL INCIDENTS:

1. Responding staff immediately addresses concern with member/participant/guest.
2. Responding staff reports to Shift Lead or Director.
3. Shift Lead or Director addresses concern with member/participant/guest.
4. If reported to Shift Lead, they must report incident to Director.
5. Within 24 hours of the incident the Director has a phone call or face-to-face conversation with the member/participant/guest.
6. Incident Report must be completed that same day.
7. Others to contact:
 - Risk Management (if needed)
 - Associate Executive Director

The YMCA is committed to early reporting and communication on the part of our staff. While this document was created to assist in your reporting procedures, a part of every emergency action plan includes notifying your supervisor or Branch leadership.

LEVEL 3 REPORTING

Level 3 • Incidents

- Medical event not requiring life saving skills (loss of consciousness, seizure, etc.)
- Non-life threatening injury requiring emergency care (broken/fractured/dislocated bone, dehydration, etc.)
- Aquatics event in which a swimmer is suspected of aspirating water OR a swimmer has a medical event in the water in which assistance was given but no AED or CPR was needed
- Exposure to/contact with bodily fluids or chemicals
- Loitering on property after being requested to depart
- Threats to physical, mental, or emotional safety of others
- Significant physical altercation
- 2+ reports of mental health concerns
- Inadvertent carrying/concealing a weapon on YMCA property
- Intimidation by words, gestures, body language or any type of menacing behavior
- Auto accident with injury
- Property damage caused by member/participant/guest that interrupts business
- Any non-emergency call to law enforcement

Level 3 • What to Do

ALL INCIDENTS:

1. Responding staff notifies Director or Shift Lead.
2. Responding staff and the Director or Shift Lead immediately address concern with member/participant/guest.
3. If reported to Shift Lead, they must immediately report to Director.
4. Director reports to Senior Director or Associate Executive Director.
5. Within 1 hour of the incident the Director has a phone call or face-to-face conversation with the member/participant/guest.
6. Within 4 hours an Incident Report is completed.
7. First-person staff statements turned in prior to end of shift (if needed).
8. Contact Tracking notes added to Personify (if needed).
9. Police report is filed (if needed).
10. Others to contact:
 - Risk Management
 - Branch Executive Director
 - People Team (if needed)

LEVEL 4 REPORTING

Level 4 • Incidents

- Heart attack, severe cardiac event, or death
- Events requiring rescue breathing, CPR, AED or O₂ use, including aquatics rescue
- Sexually-related incidents and/or allegations
- Any form of suspected abuse
- Breaking into or otherwise using YMCA facilities or property without authorization
- Discriminatory language (religious, gender-based, sexually oriented, ethnic, racial and socio-economic bullying or slurs)
- Suicidal ideation/self-harm
- Brandishing, threatening or using a weapon on YMCA property
- Any call to 911 for EMS, police, or fire services
- News/public relations issue

Level 4 • What to Do

ALL INCIDENTS:

1. Responding staff calls 911 (EMS, police and/or fire), if needed.
2. Responding staff notifies Director or Shift Lead.
3. Responding staff and Director or Shift Lead immediately address concern with member/participant/guest.
4. If reported to Shift Lead, they must immediately report to Director.
5. Director reports to Senior Director or Associate Executive Director.
6. Senior Director or Associate Executive Director notifies Branch Executive Director.
7. Director notifies emergency contact (if needed).
8. Within 1 hour an Incident Report is completed.
9. Within 1 hour first-person staff statements should be submitted (if needed).
10. Police report is filed (if needed).
11. Others to contact:
 - Risk Management
 - Operational Vice President
 - People Team
 - Advance Care (if needed)
 - Y-USA (if needed)