

Incident Report Policy

Our libraries strive to provide a safe environment for all visitors. An incident can be broadly defined as a conflict between Patrons or between Patrons and Staff. It can also be defined as an event where theft has occurred, or property was damaged.

In the case of accidents or injuries, the first priority is for the victim's immediate aid.

When faced with any emergency, the first and primary step is to call 911.

Attend to the injured person as instructed by the 911 Operator.

An Incident Report is used to document all events occurring on library property and should be completed as soon as possible after the event.

How To Write a Good Incident Report

(Adapted from <http://www.securityguardtraininghq.com/how-to-write-a-detailed-incident-report/>)

1. PROVIDE THE FACTS. Do not include statements that reflect judgments or opinions.
2. KEEP IT SIMPLE. Use simple language that most people can understand.
3. FORMAT. Be concise! Long paragraphs are distracting and unnecessary.
4. KEY ELEMENTS. Answer all the questions: who, what, when, where, why, and how.
5. MINDFULNESS. Be mindful of the words you choose and avoid language that could be considered biased or discriminatory.

Whenever possible, obtain witness statement(s). A witness can be a coworker or another Patron. At a minimum, gather witnesses' names and phone numbers should the Director or authorities need to do a follow-up.

In all instances, the Library Director (or designee) is to be notified immediately.

Resolution: Adopted on March 22, 2023 by unanimous vote of the Board of Trustees of the Catskill Public Library.