



| Incident and Accident Reporting Policy and Procedure | |
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| Publication date: February 2020 | Applies to: All U3A members |
| Responsible person: President | Scheduled to be reviewed: Every 3 years or as determined by the committee |
| Approved by the U3A Management Committee: on 4 February 2020. | Author: Policy Writing Sub-committee |

INTRODUCTION

Southlakes U3A recognises the health and safety of its members is a priority and if incidents and accidents do occur, they should be reported. Incidents and accidents should be investigated to ensure that the possibility of recurrence or further risk is minimised.

Southlakes U3A understands the importance of reporting and investigation and has developed a Home Safety Inspection Review; a Hazard Reporting Procedure and Leader /Course Clerk Information Session to minimise accidents or dangerous occurrences.

This policy applies to all U3A members, volunteers, contractors and visitors under the control of Southlakes U3A Incorporated.

PURPOSE

This policy seeks to ensure all U3A members understand the procedures to be taken in the event of an accident or incident.

DEFINITION

An *Incident* refers to any event occurring at a U3A event that has an immediate and adverse effect on the safety, health or well-being of U3A members. It includes injury and illness.

POLICY

All Course Clerks, Leaders and U3A members are required to be vigilant in reporting incidents when they occur so that appropriate support can be provided to those affected. Reporting allows for the circumstances to be analysed to reduce the likelihood of a similar event occurring again.

RESPONSIBILITIES

The President shall ensure all members are aware of this Policy and Procedure.

The Program Coordination Team Lead will provide a copy of the Incident Report and Ambulance Procedure to all Leaders and Course Clerks as part of their Information Session.

The Secretary shall maintain all incident and accident reports



PROCEDURES FOR INCIDENT REPORTING

1. When an incident results in a physical injury, obtaining medical attention for those affected will be the first and highest priority
2. An incident may initially be reported verbally or by email, by a U3A member, Course Clerk or Class Leader, to the Secretary or Program Coordination Team Lead or President.
3. The Class Leader or Course Clerk, will complete an Incident and Accident Report within 24 hours (refer to Leaders and Course Clerk Handbook), and return it to the Secretary. Photos and witness statements may also be included. A copy of the report is to be sent to the Program Coordination Team Lead.
4. A report must be completed when any incident or accident involving a person has occurred at any U3A course or activity. It may be used irrespective if any injury or illness resulted.
5. Course Clerks and Class Leaders will follow the Ambulance Procedure as listed in their Handbook
6. The next of kin of those affected by the incident will be advised at the soonest possible time following the event, after the immediate medical and care needs of those involved have been attended to.
7. When the Secretary receives the formal report, they will note the Report and forward it to the President. All reports will be retained by the Secretary.
8. The President will decide which incidents, for insurance and reporting purposes, will be sent to the U3A Network.
9. When the immediate issues arising from the incident have been addressed, it will be investigated and documented by the President and Secretary, or President and Program Coordination Team Lead, and where possible, remedial action taken.
10. Incident Reports will be included in the President’s Report to the Management Committee. The Management Committee will consider the incident and accident for any broader Occupational Health and Safety implications for the local U3A
11. The Program Coordination Team Leader will contact the member, then determine if any follow-up contact is required

RELATED DOCUMENTS

- Incident and Accident Report with Calling an Ambulance Procedure (from Leaders and Course Clerks Induction Handbook)
- Home Audit Checklist (from PCT Handbook)
- Course Clerk Checklist which includes Hazard Reporting Procedure (from Leaders and Course Clerk Induction Handbook)

AUTHORISATION OF POLICY and PROCEDURE

| | |
|-------------------------------|-----------------|
| Date of Approval by Committee | 4 February 2020 |
| Signature of U3A Secretary | |
| Name of U3A Secretary | Pauline Kelly |
| Signature of U3A President | |
| Name of U3A President | Susan Coggan |
| Date | 4 February 2020 |



Proforma Incident and Accident Report Form

This report must be completed when an incident or accident involving a person has occurred at any U3A course or activity. The report must be completed by the Leader, or Course Clerk, and returned to the Secretary within 24 hours of the incident. Additionally, please contact the Program Coordination Team Leader (PCTL) on 0400 933 811 immediately to report the incident or accident

| | | | |
|--|--|-------------|--|
| Date, time and place of incident or accident | | | |
| U3A class name | | Class venue | |
| Name of person/s involved in the incident or accident and their contact details | | | |
| Describe the nature of the incident/accident | | | |
| Describe any first aid, medical or other assistance given | | | |
| Was an ambulance called? Why? Why not? | | | |
| Name and phone number of the next of kin or contact person called (i.e. the name on the back of the U3A badge) Were they contacted? | | | |
| Names and contact details of one (1) person who witnessed the incident or accident Please write and sign an independent account | | | |
| Names and contact details of a 2 nd person who witnessed the incident or accident Please have them write and sign an independent account | | | |



Date of this report

Name of person completing this report

Address of person completing this report

Phone number of person completing this report

Signature of person completing this report

Please return to the Secretary of Southlakes U3A Incorporated at secretaryu3asouthlakes@gmail.com or PO Box 5075 Dora Creek 2265.

PS this report may be shared with the landlord or lessee of the property where the incident occurred

Calling an Ambulance Procedure

During the incident

The Course Clerk and one other member will:

- call 000
- stay near the affected member to answer questions regarding consciousness, breathing and responsiveness
- read the member's name badge for medication information
- ensure privacy as much as possible

The Course Leader will:

1. request the attendance of a First Aider if one is available
2. ask a member to obtain the first aid kit; blanket, pillow etc
3. ask a member to guide the paramedics to the patient
4. dismiss the class
5. ask spectators to move away
6. collect the affected member's handbags or cases which may contain medications, for the Paramedics to inspect
7. contact the next of kin as per the name badge
8. ensure affected member's privacy is respected at all times
9. collect other personal belongings for safe keeping

After the Incident

Once medical and care needs of those involved have been attended to; the Course Leader will phone the U3A Secretary (or President) **and** Program Coordination Team Lead to inform them of the incident and actions taken.

The Course Leader or Course Clerk will complete and submit an Incident Report within 24 hours to the Secretary; with a copy being sent to the Program Coordination Team Lead.

The Secretary and President will investigate the incident and report back to the Committee



Home Based U3A Courses Safety Inspection Review Procedure

In order to allow U3A courses to be conducted in a private home of one of their members, the Southlakes U3A Management Committee (SMC) has a duty of care to ensure the home is a reasonable and safe environment for the members who participate in U3A courses. In view of this, the SMC requires: -

- A **Safety Inspection Review** to be completed prior to the commencement of any U3A course in a member's home. Frequency of the inspections will be limited to once annually/course.
- Inspections to be conducted by a/or person/s from the Program Coordination Team (PCT)
- The PCT to maintain a register to log and action any concerns raised by U3A members in relation to the private home used for the class/es
- The U3A homeowner to acknowledge their duty of care to visitors to their property
- The homeowner to sign a written declaration acknowledging that he/she holds current home building and/or contents insurance which includes cover for third party legal liabilities including damage to property and personal injury.
- The PCT **Home Based Venue Approval**

Completion of the information requested below, in writing, is a requirement that must be met before a home-based U3A course can approved.

Safety Inspection Review

U3A Course Information

| | | | |
|-----------------------------------|--|--------------------------|--|
| Course Title:- | | | |
| Brief Course Description:- | | | |
| Commencement Date:- | | Completion Date:- | |
| Start Time:- | | Completion Time:- | |
| Course Leader:- | | Course Clerk:- | |
| Class Capacity: | | | |

Home Information

| | | | |
|--------------------------------------|--|------------------------------------|---------------|
| Home Owner/s:- | | | |
| Address:- | | | |
| Home Phone:- | | Mobile:- | |
| Home Insurance Company:- | | Home and Contents Insurance | Yes/No |
| Legal Liability Sum Insured:- | | Policy expiration Date:- | |

Home Safety Inspection Review *(To be completed by the PCT group)*

1. Home Entry/Exit

| | |
|--|--|
| <ul style="list-style-type: none"> Is the entry clear and well defined? e.g. pathways not overgrown or branches overhanging | |
| <ul style="list-style-type: none"> Could any steep access be potentially slippery in wet weather? | |
| <ul style="list-style-type: none"> Are there any steps and, if so, are they in a good state of repair (e.g. no broken tiles)? Do the steps require handrails? | |
| <ul style="list-style-type: none"> Any other potential risks/hazards identified? | |
| <ul style="list-style-type: none"> Is any remediation required in order to either remove or satisfactorily ameliorate any potential risk/s identified? | |
| <ul style="list-style-type: none"> Does the homeowner know of any dangers that may not be immediately apparent to those members attending courses? | |

2. Interior Review

| | |
|--|--|
| <ul style="list-style-type: none"> Do internal stairs, if any, have good lighting, handrails, where appropriate, and no broken or potentially slippery surface? | |
| <ul style="list-style-type: none"> Is the lighting adequate for the purposes of the course being conducted? | |
| <ul style="list-style-type: none"> Is there easy access to rest room facilities? | |
| <ul style="list-style-type: none"> Are floors surfaces acceptable for group traffic? | |
| <ul style="list-style-type: none"> Any other potential risks/hazards identified? | |
| <ul style="list-style-type: none"> Is any remediation required in order to either remove or satisfactorily ameliorate any potential risk/s identified? | |
| <ul style="list-style-type: none"> Does the homeowner know of any dangers that may not be immediately apparent to those members attending courses? | |



Home Owners Acknowledgement of Duty of Care

The homeowner acknowledges that:

- they have responsibility for the health and safety of people using their home - this includes an obligation to take reasonable care to ensure that people using the home do not suffer personal injury or damage to property due to the state or condition of the home;
- as part of this obligation, the homeowner must consider the age and potential physical impairments of people using their home (such as those with vision and hearing impairment); and
- they hold current home building and/or home contents insurance including cover for third party legal liabilities including damage to property and personal injury and will keep such insurance policy current while U3A courses are conducted in their home.

Signature.....

Date.....

Home Based Venue Approval

The PCT have completed the above Safety Inspection Review and, where appropriate, followed up to ensure action has been taken to remove or satisfactorily ameliorate potential risks, as set out above. The PCT consider the home referenced to be a safe premise to conduct the U3A course designated for this location.

Signature.....

Date.....

| Course Clerk Checklist | |
|---|-----------------|
| Before the Course | Yes / No |
| I have had an induction of the venue including passwords; key location, and security issues (as needed) | |
| I have read the Code of Conduct (from the website) | |
| I have a copy of the Class Roll with email details (to be kept confidential) | |

First Day Actions

1. Welcome all members, then distribute my contact details for absences, apologies, withdrawals
 - Explain emergency procedures and fire exists
 - Explain location of toilets, drinking water, parking signs
 - Explain roll, must be initials not ticked due to insurance reasons.
 - Explain why we wear badges with complete ICE on back
2. Check there are no hazards. Inform the Program Sub-committee of any hazards or concerns

Weekly Actions

3. Organise fellow attendees to help set-up the room
4. Wear my badge and encourage all to wear their badges.
5. Ensure all attendees to feel welcomed. Introduce new attendees to another member.
6. Ensure Roll is initialled by members each week (for insurance purposes)
7. At the end of the session lock all windows. Turn off A/C, fans and lights. Ensure no attendee is in another room or toilet. Encourage people to leave promptly if another class is waiting. Leave the room clean.
8. Any emails need to be BBC so members emails details are kept private.
9. If people are absent with no apology for 2 weeks, contact them to ensure they are ok or withdrawing from the course. This is so others may attend, if on a waiting list
10. Inform the Program Coordination Team of:
 - withdrawals, class numbers, missing badges
 - group issues; members hospitalised or suffering loss
 - accident; incidents or calling an ambulance
 - venue problems (including hazards)

Each Term or Semester

1. Take a class photo and send an article to the Program Coordination Team (PCT)
2. Arrange for coffee and cake morning tea, during holidays (optional)
3. Send Roll to the PCT

Last Day Actions

Thank the Course Leader for their time and give a card. A gift is optional if money is collected from members