



Incident Report Protocol

Purpose: A formalized tool to be used for communication between the training staff and supervisors to report exceptional, inappropriate, and / or, unprofessional behaviors that occur throughout the course of training.

If you observe a behavior that you deem to be exceptional, inappropriate, unprofessional, or out of the ordinary, please follow the steps listed below to report the behavior(s). If you are unsure if the incident is “reportable” please call your supervisor to discuss the incident.

Step 1: A call to your immediate supervisor** within the course of the day. This call should be made as soon as you are able to do so.

Step 2: Once a determination is made, you will be instructed to complete the incident report and send (via email) to all supervisors within 24 hours of the event.

Examples of Exceptional behavior may include but are not limited to the following: Anyone who demonstrates exceptional knowledge during class, applies prior skills to current material, makes connections between new material and field experience, takes a leadership role in the classroom, and/or brings in supplemental material to share with the class.

Examples of Inappropriate/unprofessional behavior may include but are not limited to the following:

- Using inappropriate language (name calling, profanity, etc.).
- Using tablets for personal use during training.
- Repeatedly arriving late to class from breaks and lunch, or leaving early.
- Disclosing any personal incidents of abuse or neglect.
- Being under the influence of alcohol or other substance.
- Sleeping during class.
- Dressing unprofessional / inappropriate.
- Constantly talking or texting on the phone during class.
- Interrupting class or challenging the content in a disruptive way.
- Refusing to participate.
- Fighting, yelling or any other aggressive or unprofessional behaviors.

**When reporting to your supervisor, if he or she cannot be reached you may call any of the supervisors or managers listed.

INCIDENT REPORT POINTS OF INTEREST

In an effort to address situations that arise in the classrooms and/or managing behaviors of those participating in training, the following protocol is to be used as a point of reference for most issues that we encounter as trainers. As you are well aware, this protocol cannot address every possible scenario they may exist in the future and may need to be modified to address specific issues as they are brought to our attention. The purpose of this protocol is to establish consistency with which our training unit addresses issues of concern and is to be interpreted as such.

The first question to ask: Is the disruptive behavior(s) a “Group” issue, an “Individual” (Trainee) issue, or a perceived “Personal” issue? Sometimes, one trainee can be attributed as the instigator to a potentially disruptive environment that could expand to the group. Likewise, sometimes a Group can be attributed as the instigator to an Individual’s dissatisfaction with training. It is important to identify the root cause for the disruption which will dictate your course of action.

Typically, if you cannot identify and/or describe the specific behaviors of another/others that are disruptive, then you may be on your way to identifying your own perceived personal bias or issue in which case please consult with your assigned Supervisor

1st Point of Intervention: Most issues involving behaviors of more than one individual that are disruptive to the trainer, disruptive to the class, disruptive to an individual, or all of the above within the classroom may, as a first point of intervention, be addressed with the use of Group Norms established on the second day of training with DCS. These Group Norms, along with a Trainee Contact and Information list are sent via e-mail following the first week of DCS training for your review and use. Many issues that can be isolated to one individual could be addressed with the use of Group Norms and presented to the class avoiding “singling out” one person as the sole source of the disruption.

2nd Point of Intervention: Should the same disruptive behavior(s) be encountered in the same or future trainings, the trainer is to contact a Supervisor to talk about a plan of action and to report that an Incident Report will be submitted providing detailed information about the incident. The trainer must make the participant(s) aware of the disruptive behavior as well as inform the participant that an Incident Report will be made. **The completed Incident Report needs to be sent to the training supervisors, training managers, cohort sponsor, and participant’s local office supervisor.**

3rd Point of Intervention: Should the same disruptive behavior(s) continue in the same or future trainings, the training supervisors and training managers will collaboratively work together to discuss and determine a plan of action. All Incident Reports will be reviewed and considered before the plan of action is developed.

Trainees can be asked to leave the classroom if their behavior is disruptive to the learning environment and has not been addressed through the above interventions.



Purpose: To identify exceptional, inappropriate and / or unprofessional behaviors that occurs throughout the course of training.

INCIDENT REPORT

Name of Training Participant:

Cohort Number / County Base:

Name of Training Class:

Date of Incident:

Incident Reported to:

Date/time/Method:

Name of Trainer Submitting Report:

Trainer Phone Number & E-mail:

Description of the incident (who, what, where, when, how & why):

Action taken by the trainer(s) to address the incident at the time it occurred: