Workplace Safety, Incident Identification, and Violence Prevention Procedure

Reach for Resources, Inc. is committed to providing a safe, respectful, and violence-free work environment for all employees, volunteers, and the people we support. Safety is a shared responsibility, and all employees are expected to help identify risks, report concerns, and follow established procedures to protect themselves and others. In response to the addition of our Violent Incident Reporting and Response Policy (2026 Employee Policies), the following protocol should be followed. Please contact your supervisor or the Human Resources Manager with Questions.

1. Identification of Incidents

A reportable **incident** is any event that causes, or has the potential to cause, serious harm to an employee, participant, or member of the public. Employees must be able to recognize when an event meets this threshold.

Incidents may include, but are not limited to:

- Serious injury or medical emergency
- Physical aggression or threats toward staff or participants
- Missing persons
- Allegations or observations of abuse, neglect, or exploitation (follow Mandated Reporting guidelines)
- Unsafe working or environmental conditions that pose immediate risk
- Vehicle accidents during service delivery
- Fire, smoke, or evacuation-related concerns (See SharePoint documents and posters in breakroom)
- Any event that reasonably creates fear for personal safety

When in doubt, employees should report.

2. Reporting of Critical Incidents

Timely reporting helps ensure safety, compliance, and appropriate follow-up.

Immediate Response

1. Ensure the safety of all individuals involved.
2. Administer first aid only within your level of training.
3. Call 911 if there is any emergency or imminent danger.
4. Notify your supervisor or the on-call manager as soon as safely possible.

Reporting Requirements

- Incidents must be reported to a supervisor, the leadership team, or the Human Resources Manager immediately after safety is established.
- Reports must be submitted in writing using the Incident Report Form within **24 hours**.
- Employees may also use the Anonymous HR Report form when appropriate.
- Employees must provide factual, objective information and avoid opinions or assumptions.

Confidentiality

All information related to safety incidents will be handled with confidentiality and shared only with authorized parties.

3. Reducing Physical Risks

Reach for Resources prioritizes prevention and maintaining a safe physical environment.

Employees are expected to:

- Identify and report environmental hazards such as obstructed exits, unsafe equipment, poor lighting, or malfunctioning alarms.
- Follow all safety procedures related to lifting, transferring, transportation, and facility usage.
- Use universal precautions when handling bodily fluids or health-related materials.
- Maintain situational awareness when working in community settings, programs, homes, or unfamiliar environments.
- Participate in required safety trainings, including Universal Pathogens and Bloodborne Illnesses, general first aid training through STAR Services, and expanded safety training beginning in 2026.

Supervisors will take action to correct hazards promptly and provide additional support or training when risks are identified.

4. Workplace Violence Response and Follow-Up

Workplace violence includes threats, intimidation, verbal abuse, harassment, physical aggression, or any behavior that causes someone to fear for their safety. Such behavior is strictly prohibited.

If workplace violence occurs or is threatened:

1. **Ensure immediate safety.**
   If there is an emergency or imminent danger, call 911 right away.

2. **Report the incident.**
   Notify your supervisor, any member of the leadership team, or the Human Resources Manager as soon as it is safe to do so.

   Incidents may also be reported anonymously using the Anonymous HR Report form available on SharePoint.

3. **Do not retaliate.**
   Retaliation against anyone who reports a concern in good faith is strictly prohibited.

5. Follow-Up and Organizational Response

Investigation

Management and Human Resources will promptly investigate all reported incidents of workplace violence or other critical incidents. Employees are required to cooperate with the investigative process.

Action and Support

Depending on the severity of the incident, Reach for Resources may implement:

- Disciplinary or corrective action
- Changes to work duties, schedules, or environments
- Additional training or safety planning
- Increased supervision or staffing adjustments
- Environmental or procedural improvements

Available Resources

Employees affected by a critical incident or workplace violence may receive:

- Post-incident debriefing
- Assistance accessing the Employee Assistance Plan
- Time off when appropriate
- Development of a personal safety plan
- Referrals to mental health or crisis resources

6. Employee Responsibilities

All staff members are expected to:

- Remain aware of their surroundings and potential risks
- Report hazards, concerns, or incidents promptly
- Participate in required safety training
- Maintain professionalism and respect in all interactions
- Support a culture of safety, accountability, and communication

Creating and maintaining a safe workplace is everyone's responsibility. When staff work together to identify risks and respond effectively, we strengthen the safety and well-being of our entire organization.

Related Policies:

2026 Employee Policies and Procedures, Section XXXI: Violence Incidents and Response

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