Template Incident Response Guide

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ORG/EVENT Incident Response Guide

Organization venue phone number and street address for emergency responders
Evening event locations phone number and street address
Hotel names, phone numbers, and street addresses where guest may be staying

Response Team

Name	Phone, email	Role
Team member	Phone, email	Lead responder
Additional team member	Phone, email	Trained responder

Key Volunteers

Name	Phone, email	Role
Volunteer coordinator	Phone, email	Volunteer coordinator
Escort volunteer	Phone, email	Escort
Foodie	Phone, email	Local restaurant or conference food expert who can answer dietary and food allergy questions
Accessibility Champion	Phone, email	Accessibility Volunteer

In case of emergency

1. Is the person experiencing a mental health crisis? Dial the Mental Health Crisis Intervention line for TBD County **NUMBER**
2. Is the person threatening suicide? Dial the Suicide Prevention Hotline **NUMBER**
3. Is the person exhibiting alcohol abuse? Dial the Alcohol Abuse Hotline **NUMBER**
4. Is there interpersonal violence, assault, or sexual harassment? Find a trained responder, who will ask what the reporter needs.

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5. Is someone experiencing a physical health emergency? Dial **911**.
6. Additional health or social issues? Dial the Health and Social Services Referral line **211** http://211info.org/
7. Is there theft or trespassing? Dial the police non-emergency number **NUMBER**
8. Is there physical violence in a public space? Dial **911**.

For any other concerns, contact **LEAD ORGANIZER NAME, PHONE NUMBER, AND EMAIL ADDRESS**

Code of Conduct

LINK

Reporting Guidelines

LINK

Response Protocol

For volunteers

When you observe a critical incident, or one is reported to you, you're expected to report it immediately. Do not attempt to resolve the situation on your own.

1. Contact a response team member as directed in the Reporting Guidelines
2. If someone is in immediate danger, call 911 or one of the phone numbers listed above.

Staff members can also assist you until a response team member is located.

You are expected to remain with the person reporting an incident or a person in need of assistance until the response team member can take over. You may offer to take the reporter to a quiet room to wait for the trained responder to arrive. That room is located TBD. The nearest place to get water or snacks for the reporter is TBD.

For the response team

You are responsible for assessing the situation, taking a report, and implementing an appropriate response, with assistance from other event/program staff and board members.

See the phone numbers above for who to contact in an emergency.

Information to gather in the report

- Contact information for the reporter including name, email, and phone number

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- The names of all people directly involved in the incident, including relevant nicknames or pseudonyms
    - Include witnesses if possible
- Time and location where the incident occurred. Be specific.
- The account of what happened. Note any supporting materials, such as message screencaps, IRC logs, or emails.
- Additional context for the situation, if appropriate
- Whether or not the incident is ongoing
- Any additional information that is relevant

Reporting and Response Procedure

1. receive initial report
2. assess incident impact and risk level
3. identify needed resources
4. resolve the incident
5. respond to those affected, including the person who reported the incident
6. record any remaining incident details and resolution
7. follow up with conference staff and board

Receive Initial Report

When taking a report about a potential Code of Conduct violation, stay as neutral and supportive as possible. Take the report in private, away from people who may overhear. Defer judgements about the situation until all details are gathered. Ask the person who makes the report:

- do you need anything else right now? (such as a quiet room, water, a friend, safe exit from the building)
- is there anything else we should know about this?

Assess Impact and Risk Level

The severity of an incident's impact is determined by things like how many people are affected, whether it was a public or private situation, whether there are additional implications for other event participants.

The risk level is determined by things like whether this is a repeat incident, there are multiple perpetrators, there are additional medical or legal issues involved.

Assessment

	Low Risk	High Risk
Low Impact	Racist joke made by an participant in private conversation	Participant found to have previous sexual assault allegations

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	Individual microaggressions	
High Impact	Racist joke made by a visible participant such as a program leader or a keynote speaker	Persistent coordinated harassment against another participant or the event/program itself Bomb threat

Response

	Low Risk	High Risk
Low Impact	“don’t do that, that’s not appropriate” “we’ll remove you if you continue”	gather information in case the situation becomes more critical later
High Impact	reprimand and/or removal of the person who caused the incident public statement by staff/board	will require a coordinated response from the whole team plus additional specialized assistance

Identify Needed Resources

Do you need backup, more information, or other support? Possibilities include:

- other response team members
- building staff
- security officers
- police officers
- emergency medical response
- past incident reports to verify previous issues and responses
- Help from a crisis line
- online safety resources

Resolve the Incident

Using the report you’ve received, your assessment of the incident risk and impact, and the needed resources, determine an appropriate incident resolution and do it.

You never have to explain the reasons for your chosen resolution outside the reporting team and ORG board.

Responses for Common Types of Incidents

When someone not permitted to attend the event attempts to register or enter the event space

- tell them that they are not permitted to attend the event

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- do not provide additional details or explanation
- ask them to leave
- call on-site support for assistance if the person does not leave
- if they still will not leave, call the police non-emergency line to report trespassing
- use staff to block their movement into the event space

When someone has been reported as violating the code of conduct: how to approach them

- “Hi, can I talk to you privately?”
- “We received a report about a code of conduct issue at [time/place] involving [topic]”. “This behavior is not appropriate at our conference.”
- do not name the person who reported it
- allow them to respond
- do not force a particular response such as an apology
- emphasize the result of this behavior (i.e. your decision about how to respond to the incident)

When someone reports an uncomfortable situation that they’re not certain violates the code of conduct

- take their report
- acknowledge that it was appropriate to report the situation
- assess whether this situation requires a response to protect community safety
- ask “is there anything else I can do to support you?”

When the reporter or people affected by the incident are worried about safety and letting others know they made a report

- make sure you collect all info in private (always do this!)
- find out what response they feel would be best for their safety
- assess what actions will keep the rest of the community safe

When someone wants to make an apology

- listen and accept their apology on behalf of the conference organizers
    - it’s not your job to reassure them that their intentions were good or to do that sort of emotional labor
- do not allow them to approach the person who made the report without permission
    - emphasize that doing so will increase the stress and discomfort of the people they hurt
- you can later relay the apology to the person(s) affected, and if they ask to talk to the other person at that point, go ahead
    - don’t pressure them into listening to the apology or talking to the person if they’re not interested

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Weapons policy violations

- if someone is seen using or possessing an item that violates our weapons policy, they should be asked to leave the venue and only return when they no longer have the item
- if this person is encountered by a volunteer, they can ask the person to wait where they are and find a staff person or response team member to assist
- if there is any risk or threat to personal safety, call 911 immediately
- do not attempt to argue with the person about whether weapons are acceptable in our venue, be firm, repeat the message (weapons are not allowed at our conference) and get backup if you need it

Definitions

Code of Conduct Violation

A code of conduct violation is any behavior expressly forbidden by the event Code of Conduct.

Critical Incident

A critical incident is defined as any event that occurs outside the range of normal operations and that creates a disruption and/or threatens the physical or mental well-being of an individual or group. Examples include, but are not limited to, a Code of Conduct violation, an emergency (see below), civil disturbance, act of violence (with no continuing risk of danger), the arrest of someone associated with the ORG, or the sudden death of a participant, volunteer or staff person.

Emergency

An emergency is any situation that affects the physical safety of persons or property at any program or event location. Emergencies require immediate response by emergency personnel (police, fire, ambulance, etc.). Examples include, but are not limited to, the following: act of violence (with continuing risk of danger), hostage situation, natural disaster, chemical spill, fire, explosion, or gas leak.

Roles

All attendees: read the code of conduct, agree to follow code of conduct, report incidents they observe
Event/program volunteers: as above, and also help report incidents, help attendees find a member of the response team or staff
Event/program staff: same as volunteers, must be aware of how to contact response team, stay with reporter until primary responders can take over
Response team: take reports, gather additional information if necessary, address immediate safety and health concerns, convene with on-site support, event staff, and/or board members to address incidents

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ORG board: review reports and responses after the incident, be available for discussion during and after the event