

Incident Response Documentation Template

CC BY-NC-SA 4.0 Otter Tech LLC <sharp@otter.technology>

Incident response staff contact info:

Date:

Time:

Location of incident:

Before: Ask if they want to go to a quiet, private place

LASER

- **Listen** and summarize
- **Acknowledge** emotions with "You" statements
- **Seek** assistance or other resources
- **Ensure** everyone's safety
- **Report** or **Respond** to the incident

After: Evaluate reporter privacy. Thank them for their report.

Is the incident on-going? If so, stop and contact additional responders.

Reported person's name or description:

Incident description and additional documentation:

Is there anything that you can do to make the reporter feel more safe, comfortable, or welcome?

Do NOT prompt the reporter for how to handle the report. If they volunteered actions they want taken, record it here:

Reporter name & contact info:

Additional witness(es) contact info:

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Follow up to incident number:

Before: Say there's an issue you need to discuss privately

BIRDS

- State what their **Behavior** was without judgment words
- State the **Impact** on the reporter or community
- Allow the reported person to **Respond**
- **Don't** reassure or allow the reporter to be contacted
- **Set** a behavioral modification plan

After: Document response. Don't let them contact reporter.
Accept any apologies on behalf of the reporter.

Behavioral modification plan:

Consequences if they do not agree to the behavioral modification plan:

Reported person's response to the plan:

Additional information gathered: