

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:

Actions reporter has requested you take (do not prompt the reporter):

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: