**Incident Reporting Mechanism**

**1. Purpose and Scope**

1.1 Objectives

* Establish standardized procedures for reporting incidents
* Ensure prompt and appropriate response to all incidents
* Maintain accurate documentation for legal and administrative purposes
* Support resident safety and well-being
* Enable data collection for prevention strategies

1.2 Definition of Incidents

Reportable incidents include but are not limited to:

* Physical violence or threats
* Sexual harassment or assault
* Breach of shelter security
* Medical emergencies
* Mental health crises
* Property damage
* Confidentiality breaches
* Child protection concerns
* Staff misconduct
* Security threats from external parties

**2. Immediate Response Protocol**

2.1 Emergency Response Steps

* Ensure immediate safety of all involved parties
* Contact emergency services if required
* Secure the location and preserve evidence
* Provide first aid if needed
* Notify shelter management
* Document initial observations
* Implement necessary security measures

2.2 Staff Responsibilities

* On-Duty Manager: Coordinate immediate response
* Security Personnel: Secure the premises
* Case Workers: Support affected residents
* Medical Staff: Provide immediate care
* Administrative Staff: Contact relevant authorities

**3. Incident Documentation**

3.1 Initial Report Requirements

* Date, time, and location of incident
* Names and roles of all involved parties
* Detailed description of the incident
* Immediate actions taken
* Witness statements
* Physical evidence documentation
* Photographs (when appropriate)
* Medical reports (if applicable)
* Police reports (if filed)

3.2 Documentation Standards

* Use standardized incident report forms
* Write objectively and avoid personal opinions
* Include direct quotes when relevant
* Document sequence of events chronologically
* Note environmental factors
* Record all communications
* Include follow-up actions needed

**4. Reporting Procedures**

4.1 Internal Reporting Chain

1. First Responder

* Complete initial incident report
* Notify immediate supervisor
* Document immediate actions taken

2. Shift Supervisor

* Review initial report
* Add supervisory observations
* Escalate to management as needed

3. Shelter Management

* Assess incident severity
* Determine additional responses needed
* Authorize external reporting
* Update incident status

4.2 External Reporting Requirements

* Police: Criminal incidents
* Medical Facilities: Health emergencies
* Child Protection Services: Child-related incidents
* Gender Violence Recovery Centre: Specific cases
* Ministry of Gender: Serious incidents
* NGO Partners: As per agreements
* Donors: According to requirements

**5. Investigation Process**

5.1 Internal Investigation

* Form investigation team
* Collect additional evidence
* Interview relevant parties
* Review security footage
* Analyze documentation
* Prepare investigation report
* Make recommendations

5.2 External Investigation Support

* Cooperate with law enforcement
* Provide requested documentation
* Facilitate witness interviews
* Maintain chain of custody
* Document all interactions
* Follow legal requirements

**6. Risk Assessment and Prevention**

6.1 Incident Analysis

* Identify contributing factors
* Assess existing safety measures
* Review prevention protocols
* Evaluate response effectiveness
* Document lessons learned
* Update safety procedures

6.2 Prevention Strategies

* Enhance security measures
* Update staff training
* Revise operational procedures
* Implement new safeguards
* Improve monitoring systems
* Strengthen partnerships

**7. Follow-up Procedures**

7.1 Resident Support

* Provide counseling services
* Arrange medical care
* Update safety plans
* Offer legal assistance
* Monitor well-being
* Document support provided

7.2 Staff Support

* Provide debriefing sessions
* Arrange counseling if needed
* Review training needs
* Update safety protocols
* Document staff concerns
* Monitor staff well-being

**8. Documentation Management**

8.1 Record Keeping

* Maintain secure incident database
* File physical documentation
* Update digital records
* Track investigation status
* Monitor follow-up actions
* Archive closed cases

8.2 Confidentiality Measures

* Restrict access to reports
* Use secure filing systems
* Password protect digital files
* Redact sensitive information
* Track document access
* Regular security audits

**9. Quality Assurance**

9.1 Report Review Process

* Monthly incident review meetings
* Quarterly trend analysis
* Annual procedure evaluation
* External audit compliance
* Documentation quality checks
* Staff feedback integration

9.2 Continuous Improvement

* Update reporting procedures
* Enhance documentation tools
* Improve response protocols
* Strengthen prevention measures
* Develop best practices
* Share lessons learned

**10. Training Requirements**

10.1 Staff Training

* Incident identification
* Reporting procedures
* Documentation standards
* Emergency response
* Investigation support
* Legal requirements
* Confidentiality protocols

10.2 Refresher Training

* Quarterly procedure reviews
* Annual comprehensive training
* New protocol updates
* Documentation workshops
* Emergency response drills
* Legal updates

**Emergency Contacts**

[Insert contact information for:

* **Emergency Services**
* **Police Department**
* **Medical Facilities**
* **Child Protection Services**
* **Legal Support**
* **Management Team**
* **Technical Support]**

**Review and Updates**

This document should be reviewed and updated:

* Annually for routine updates
* After major incidents
* When procedures change
* Upon regulatory updates
* As needed for improvement

Last Updated: [Insert Date]

Next Review: [Insert Date]