



St. John Ambulance Council for Ontario

Therapy Dog Program Incident Reporting Procedure

It is of utmost importance that all incidents involving personal injury or property damage sustained directly or indirectly as a result of a Therapy Dog member performing his/her duties be reported immediately. These guidelines are intended to prevent further injury and provide for medical aid as soon as possible. They are further intended to preclude future incidents of a similar nature and provide an immediate and accurate account, should a civil action, or other investigation arise. This form is also to be completed for any incidents of questionable behavior involving a Therapy Dog.

Therapy Dog Member Responsibilities

1. If injury is a result of a dog/resident interaction, remove dog from area immediately. This will allay fears by resident of sustaining any further injury. Only turn your dog over to a qualified Therapy Dog handler.
2. Seek medical aid for injured party immediately if required. Make a note of the extent of injury and who performed first aid.
3. Report incident to institution staff immediately. Only report facts of occurrence. Do not attempt to assess blame.
4. Advise your Coordinator of incident immediately.
5. Complete Incident Report Form in as much detail as possible. This form will be used in a variety of ways long after the incident and it is important that it illustrates exactly what happened. Submit completed form to your Coordinator as soon as possible.

Division Coordinator Responsibilities

1. Ensure that the volunteer has completed their responsibilities and has submitted an Incident Report Form concerning the incident.
2. Contact institution to determine resident's condition and that proper procedures were followed.
3. Review Incident Report Form and discuss future preventative measures with volunteer.
4. Advise Area Coordinator of incident and follow-up with memo outlining details of occurrence.
5. The Coordinator in conjunction with Senior Officers will decide if any follow-up action is required (i.e. counseling, supervised visit, re-test dog etc.).
6. The Coordinator will advise volunteer in writing of disposition of occurrence.

Area Coordinator Responsibilities

1. Contact Coordinator and discuss any follow-up action taken.
2. Review preventative measures outlined by Coordinator and make written recommendations to Provincial Coordinator and Chief Evaluator.

Remember that these procedures are to be used as a guideline and that common sense should prevail. Incident report forms should be available to the volunteer at their visiting location and institution staff should be aware, and familiar with our procedure, should it be put into action.