

Incident Management

As community leaders, we have the responsibility to ensure the safety and well being of the children we cross. In the event of an incident, it is imperative that steps outlined below should be followed:

a) **Engage with the child and driver:** Check on the welfare of the child and driver involved in the incident.

B) **Ensure everyone is safe:** Contact 911 immediately depending on the gravity of the incident. If necessary, and safe to do so, hold traffic away from the incident while the vehicle and child clear the road.

C) **Take down necessary information:** Obtain the names, contact information, license plate number of the vehicle and key contact info of the child. Child's name, school, and parents name and contact info. Regardless of how minor the incident may seem, a thorough exchange of information is necessary. If child refuses to provide information, ensure to make note that it was attempted to gain the information and refused.

D) **Report incident to Supervisor** via a direct call or by filling out the incident form on carraway.ca/employee. Under the forms section form [C,10 - CSA Incident report](#). Supervisors can assist with filling out this form if you contact them. Also, **report to the school** in between your shifts so that all parties are informed.

E) **Return to Regular duties** - Once you have taken down the necessary information please proceed back to regular duties to ensure other children are kept safe.

By following the above steps, we can ensure that all incidents are properly documented, and necessary actions can be taken.