



Tails of Joy

Policy and Procedure for Reporting Incidents or Accidents

Tails of Joy requires members to report any incident or accident that occurs while representing Tails of Joy. The reasons for this are three-fold: TOJ has a responsibility to support our members during all incidents; TOJ wants to learn from and share as appropriate from all member experiences; TOJ needs documentation to be prepared for any possible insurance claim.

An incident or accident is defined as:

1. Injury to a person (even you) or an animal.
2. High potential that an injury could have occurred either to a person or an animal even though no one was hurt at the time.
3. The perception of an accident or injury.
4. Damage to property.
5. Violation of registering organization's policies/procedures, including unprofessional conduct.

As an ITA registered team you are representing TOJ during all volunteer visits with your pet partner; ITA registration is contingent upon TOJ membership. Teams registered with other organizations, including Pet Partners, represent TOJ any time they are participating in a TOJ sponsored event, display the TOJ logo on clothing, lanyard or other material during their visit, or represent to the organization being visited that they represent TOJ.

The following procedure explains what to do in case of an incident or accident while volunteering representing TOJ:

1. **End the visit and put your pet partner in your car.**
2. **Get help from facility staff for the injured person or animal. Do not attempt to give medical aid yourself.**
3. **Immediately contact the facility's supervisor and complete any documentation required by the facility. If your pet partner is injured and requires medical attention, let the facility know and then seek veterinary care, completing documentation at a later date.**
4. **Notify the TOJ President via phone and follow-up with a detailed written report emailed to president@tailsofjoy.org within 48 hours of the incident or accident. The written report can be a copy of the report filed with your registering organization; it need not be a separate report. The TOJ President will then notify the Board.**
5. **Stop all visits while the incident or accident is being reviewed by the organization you and your pet partner are registered with; this applies to all handlers your pet partner is registered with. If your pet partner is injured, you'll need your vet's approval to return to visiting once permitted by your registering organization.**
6. **If you have visits scheduled during the review period, immediately notify the facilities where you are scheduled to visit to let them know you need to cancel your visit(s). If you had signed up via the TOJ calendar to participate in a TOJ sponsored event, immediately notify the event coordinator that you won't be able to participate.**
7. **Provide the TOJ President a copy of the written incident resolution report provided by your registering organization. Likely resolution outcomes are: the team will be able to resume visiting, resume visiting with limitations or retire out.**
8. **Evaluate all aspects of the situation for the benefit of future experience and learning.**

NOTE: This Policy and Procedure is specific for TOJ members and is in addition to the reporting requirements teams must adhere to with the organization they are registered with.