



**POLICY**

**SECTION: 4.8**

**SUBJECT: Incident Report**

In order to provide an atmosphere conducive to the appropriate use of library services and library facilities, the Library has established rules and regulations for customer conduct. These rules are intended to foster clean, attractive, and safe facilities for customers and staff, and create inviting environments City residents and staff can be proud of and eager to enter.

Library staff have the authority, and are expected, to maintain order, ensure the safety of staff and customers, and enforce the rules of conduct and other regulations.

**Incident Reports:**

Library staff must complete an Incident Report Form (Section 4.8.b) for any accidents that occur on library property, whether involving staff or the public, and for any incident of behavior that significantly disrupts the study, work or enjoyment of those in the library. Incident Report Forms must be turned in promptly (within 48 hours of incident) to the Deputy Director for Public Services or the Assistant Director for Internal Operations, who will then a) forward the report to Risk Management, or b) file the report to be accessible for future actions related to the incident.

**Accident Reports:**

For an accident that occurs on library property, staff must also complete the City of Richmond "Accident on City Property" form along with a completed Incident Report Form, promptly (within 48 hours) turn it in to the Deputy Director for Public Services or the Assistant Director for Internal Operations, who will then forward the report to Risk Management and file a copy of the report to be accessible for future actions related to the incident. An "Accident on City Property" form must be submitted to Risk Management no later than 48 hours after the accident.

When Library staff are injured on the job, the supervisor must complete the following forms:

- Panel of Physicians form.
- Authorization for Medical Treatment form, if the employee chooses to be treated by a City-authorized physician.
- Supervisor's Investigation and Report of Employee Injury form, which accompanies the City's report to OSHA.
- Employer's Accident Report form, which the City submits to the Virginia Workers' Compensation Commission.

**Approved: January 2007**

**Revised: January 2012**