

# Post Serious Incident Checklist

This checklist describes the key steps that should be undertaken by a PoolSafe aquatic facility's senior manager immediately following notification of an incident involving serious harm or a fatality. These actions should be carried out after emergency medical assistance has been provided to anyone who is injured or ill.



## Stage 1: STOP AND THINK

- If there has been a fatality, you will need to close the facility and ensure nothing is moved until a police investigation has taken place.
- In the case of a fatality, check if the policy of your council or organisation requires a blessing before the facility reopens.



## Stage 2: SUPPORT

- Advise your staff support services team
  - your staff may need support in dealing with the incident on a personal or professional level.
- Managers at council-owned facilities should notify the manager with responsibility for aquatic facility operations at the local council.
- Advise the New Zealand Recreation Association Aquatic Project Manager as soon as possible – they can offer support and advice, including information about Worksafe's investigation process.



## Stage 3: INFORM

- If you think the incident may attract media attention, alert your organisation's communications team.
- It may be wise to engage a lawyer so you are aware of all legal obligations and have access to legal advice if required.
- Let WorkSafe NZ know as soon as possible, but within 24 hours of the incident.
  - WorkSafe NZ will want to be advised of the nature of the incident as soon as possible. They also require written notice within seven days of the incident using the notification forms available on their website.
- If appropriate and supported by your employer, contact the family of the person who was harmed in the incident to see how the patient's recovery is progressing.
  - Enquire about how the family is coping and, if relevant, how the patient's recovery is progressing.
  - It may be appropriate to express condolences to the family and let them know you will be cooperating fully with any investigations that are conducted.



## Stage 4: BRIEF STAFF

- Reassure staff and find out if there are any duties that need to be covered.
- Discuss possible media interest and protocol with staff.
- Discuss what support is available to staff, and remind them how it can help.
- Ensure staff are aware they are entitled to have a support person with them during any questioning or investigation that's required.
- Conduct a full debrief with staff involved and get written statements from all staff involved.
- If you think a staff member may need support or information, make regular contact over the next week, even on a day off.
- Ask staff if they have any questions.



## Stage 5: ANALYSE

- Make sure all appropriate witness statements have been taken and contact details recorded.
- Check on the recovery status of the person who was injured in the incident.
- Take individual statements from relevant staff.
- Develop a timeline of the event.
- Take secondary interviews to refine timeline (when appropriate).
  - Collect documents including your Normal Operating Procedures, Emergency Action Plan, qualifications of staff, witness and staff statements, documentation regarding current PoolSafe status and any PoolSafe assessment reports.
- Review any statements or other relevant records, assess and describe any photo or video footage. Put this information together with the draft incident report.
- Complete an incident report for Worksafe within five working days.
- Send the incident report to Worksafe and the New Zealand Recreation Association Aquatic Project Manager.