

# Critical Incident Response Checklist

## USA TRIATHLON CLUBS

Should a **Critical Incident** occur at a sponsored and supervised club activity of a USA Triathlon Certified Club, the below reporting checklist will assist you to navigate the reporting process.

### When to initiate Critical Incident Response reporting process

Club contact is informed that one of the following incidents has occurred, which are defined as **Critical Incidents**:

- a **serious incident**, examples are
  - bike crash or accident resulting in serious injuries to a club member, volunteer or other individual, e.g., suspected/actual broken bones, loss of consciousness, concussion, etc.
  - where the individual is transported by ambulance
- a **vehicle was involved** in the incident or
- a **fatality** has occurred.

In the event of a fatality, confirmation of a fatality needs to be obtained from a physician, licensed paramedic, EMS professional onsite or medical facility before confirmation of fatality can be released or communicated.

If any of the above occur, a **call must be made to Brad Hildebrandt (402-578-7039) to report the Critical Incident**. This call will ensure that the Critical Incident procedure is initiated internally at USA Triathlon and the USA Triathlon Critical Response Team can guide Club staff through the reporting process and information gathering process.

### Notifications and Documentation

**The Incident Report must be completed and submitted to USAT within 24 hours of confirmed incident.**

1. **Notify USA Triathlon:**
  - a. Primary USAT Contact: Brad Hildebrandt (402-578-7039 – phone or text)
  - b. Secondary USAT Contact: Kathryn Murtagh (917-747-8574 – phone or text)
  - c. Alternative USAT Contact: Chad Cunningham (719.955.2676 – phone)
2. **Submit an Incident Report Form** at the [USA Triathlon Incident Report Portal](#) within 24 hours of confirmed incident
3. **USA Triathlon can provide Media and Communication assistance**, please see our Crisis Communication Best Practices guide.
4. **For further assistance**, please ask the USAT primary or secondary contact for USAT's Communication Manager's contact details

**Supporting documentation and information must be submitted within 48 hours of confirmed incident date.**

**These items are critical to provide for insurance purposes.** USAT's insurance carriers expect to be provided with these items and obtaining these items at the time of the incident is often crucial for any later claim or litigation. **Please provide to USA Triathlon's Insurance team:** [insurance@usatriathlon.org](mailto:insurance@usatriathlon.org).

1. **Witness contact information and statements** (written or recorded)
  - a. Anyone that was a firsthand witness
  - b. Name, telephone number and email address
2. **Police Report(s)**
3. **Pictures or videos of the incident you might have obtained**
  - a. Witnesses, Law Enforcement, EMS, other club members can be a source of photos or videos.
  - b. Please ask these sources for information.
4. **EMS information/report**
  - a. HIPPA might restrict information from this source but provide what you can
5. Any **local or regional news media coverage** that can be sent, print or video or social media
6. **Provide all information within 48 hours**
7. You will also be asked to provide your Club Roster to verify member/volunteer names, proof of current and valid insurance, and the relevant signed waivers. You may also be asked to provide the program of scheduled activities.

**Final Items**

If your attempts to contact USAT primary and secondary contacts were unsuccessful:

1. Leave voicemail, text message or send email
2. Leave call back information
3. Do not speculate on the incident, only provide factual, documented information
4. Do not admit fault of any kind
5. If you are unsure how best to communicate, please refer to the Crisis Communication Best Practices guide or seek further assistance from USA Triathlon

**USA Triathlon is here to assist you during the entire process and will make every effort to guide your team throughout all aspects of this trying event.**

[USA Triathlon Incident Report Portal](#)