

# SOP: Incident Reporting and Outbreak Response Procedures

This SOP details **incident reporting and outbreak response procedures**, including prompt identification and documentation of incidents, communication protocols, investigation and root cause analysis, containment and mitigation strategies, coordination with health authorities, and post-incident review. The objective is to ensure timely and effective management of incidents and outbreaks to minimize impact on health, safety, and operations.

## 1. Purpose

To establish standardized procedures for the reporting, documentation, and management of incidents and outbreaks, ensuring public health, safety, and operational continuity.

## 2. Scope

This SOP applies to all staff, departments, and contractors involved in incident identification, reporting, and outbreak response activities.

## 3. Definitions

- **Incident:** Any unexpected event posing a risk to health, safety, or operations.
- **Outbreak:** The occurrence of more cases of a particular disease or event than expected in a given area or group.

## 4. Roles and Responsibilities

Role	Responsibility
All Staff	Promptly identify and report incidents according to this SOP.
Supervisors/Managers	Ensure incident documentation, initiate response, and coordinate communication.
Incident Response Team	Investigate, manage, and resolve incidents/outbreaks.
Health & Safety Officer	Liaise with health authorities, oversee containment and mitigation strategies.

## 5. Procedures

### 5.1. Identification & Initial Reporting

1. All staff must immediately report suspected incidents or outbreaks to their supervisor using the Incident Reporting Form (Appendix A).
2. Supervisors escalate reports to the Incident Response Team within 1 hour of notification.

### 5.2. Documentation

1. Complete Incident Reporting Form detailing:
  - Date, time, and location of incident
  - Individuals involved
  - Description of incident/events
  - Immediate actions taken

### 5.3. Communication Protocols

1. Notify relevant internal leadership and stakeholders.
2. Communicate with affected individuals with clear instructions and updates.
3. Coordinate with external health authorities as required.

### 5.4. Investigation & Root Cause Analysis

1. Incident Response Team conducts thorough investigation within 24 hours.
2. Collect and analyze data, interview witnesses, review procedures.

3. Determine root cause and contributing factors.

### 5.5. Containment & Mitigation Strategies

1. Implement immediate measures to contain the incident/outbreak (e.g., isolation, disinfection).
2. Assess risk to broader population and escalate containment efforts as necessary.
3. Monitor effectiveness and adapt mitigation strategies as needed.

### 5.6. Coordination with Health Authorities

1. Report incidents/outbreaks to public health authorities according to regulatory requirements.
2. Collaborate on investigation, containment, and communication.

### 5.7. Post-Incident Review & Reporting

1. Conduct debriefing and post-incident review within 72 hours of containment.
2. Document lessons learned and recommended corrective actions.
3. Update SOPs, protocols, and training as needed.

## 6. Records Management

- All incident/outbreak documentation must be securely stored for a minimum of 5 years.

## 7. Training

- Staff must receive annual training on incident reporting and outbreak response procedures.

## 8. Appendices

- **Appendix A:** Incident Reporting Form Template
- **Appendix B:** Contact List for Internal and External Authorities

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**Document Owner:** \_\_\_\_\_

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