

# Incident Reports

Arizona 2020

## ■ When

- Personal injury, site or property damage at a site or while on Tax-Aide business
- Data security and/or equipment loss
- Taxpayer or volunteer illness
- Taxpayer or volunteer complaints
- Taxpayer or volunteer misconduct (behavior, discrimination, out of scope, threats)
- Site event resulting in a 911 call or security being requested
- Threats to contact media, lawyer, IRS, and/or AARP (State Office, National)

# ■ Why

- AARP National appraised of incidents that could receive media attention or have legal or political implications
- Trend analysis within and across regions; areas requiring additional training
- Social media can spread faster than ever before
- Situations may impact the reputation and brand of AARP Foundation Tax-Aide
- Documenting the situation helps protect our volunteers
- Provides standardization of reporting

## ■ How

Involved volunteer contacts Local Coordinator or District Coordinator regarding incident and for them to initiate the Incident Report form.

LC and/or DC gathers all relevant information and documents (testimonials, police report, emails) to send to State Coordinator with any accompanying documentation.

SC will pass along to Regional Coordinator who will inform Assistant National Director. Further information might be requested after deliberation with National office.

# ■ What Happens When an Incident Report is Submitted?

Once Regional Coordinator forwards along an Incident Report to the appropriate Assistant National Director the following occurs:

- Incident Report internally documented
- Reviewed to determine if further action needs to be taken
- Decide what parties need to be involved (Legal, Media Relations, Risk Management, State office, and/or IRS)
- Review next steps with appropriate parties, volunteer leadership, and National leadership if appropriate
- Yearly review conducted to look for trends where additional training is needed

## ■ Reminders

When submitting an incident report, please keep the following in mind:

- Do not send taxpayer's sensitive data (SSN, bank account & routing number, date of birth)
- Send police report if there is one
- National office needs to be involved before a volunteer is dismissed from the program

## ■ Trends

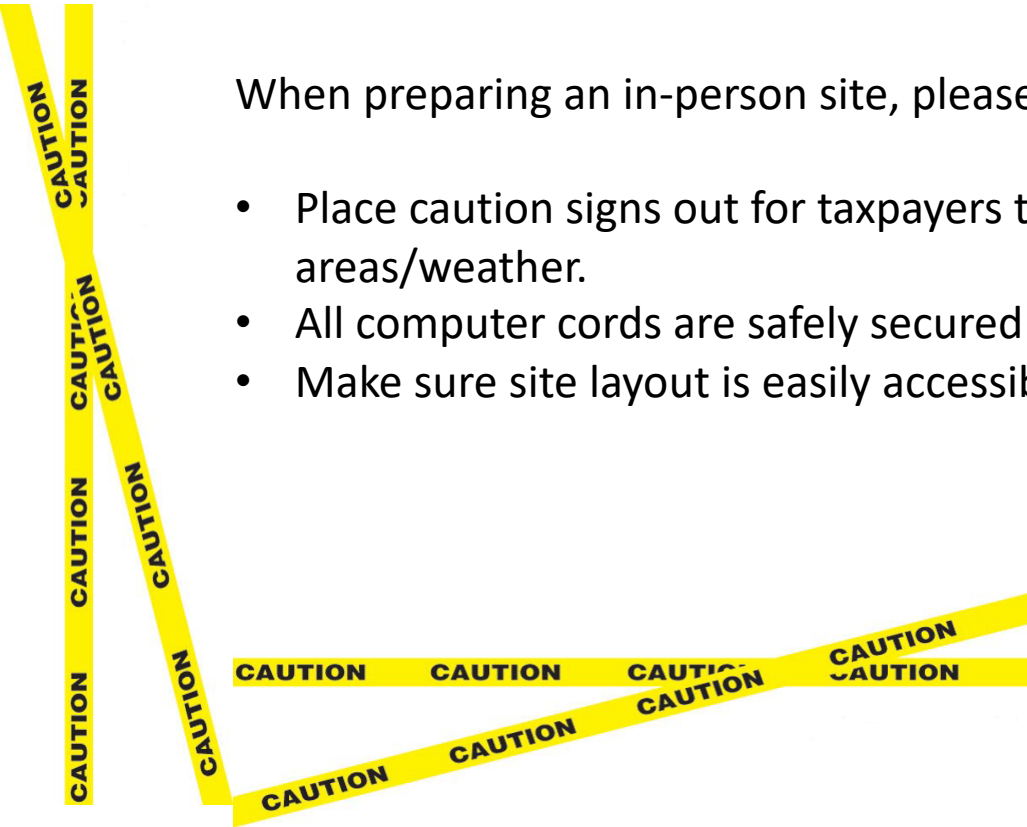


- Better Business Bureau Complaints
- Media Escalation
- Legal threats
- Entitlement claims

# ■ Site Precautions

When preparing an in-person site, please take the following into account:

- Place caution signs out for taxpayers to be aware of hazardous areas/weather.
- All computer cords are safely secured to prevent tripping.
- Make sure site layout is easily accessible to all.



## ■ Behavioral Management

The following can help diffuse situations when dealing with a difficult taxpayer(s):

- Try to remain calm.
- Let the taxpayer feel like they are being heard.
- Use empathetic language.
- Focus on the facts.
- Be mindful of your body language and tone of voice.
- When all else fails or you feel that you or others might be in danger, contact site security or the local authorities and notify your local volunteer leadership.

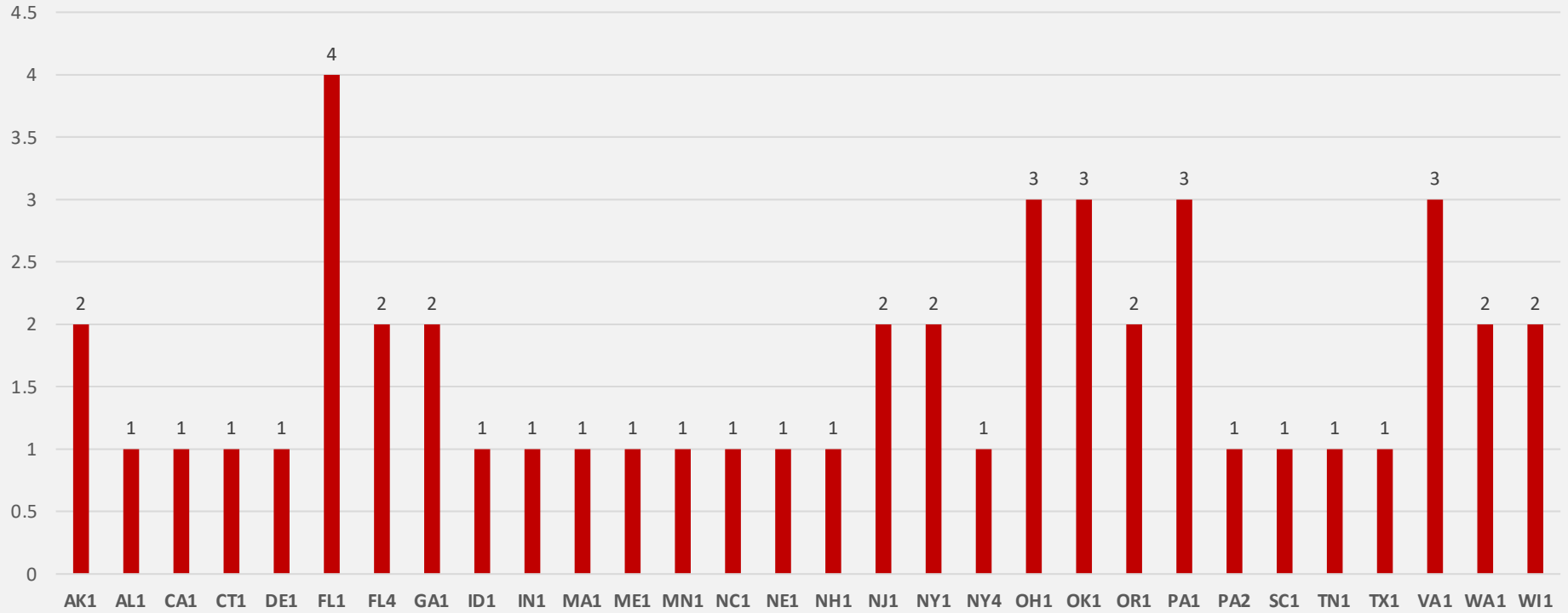
# Document, Document, Document

- When in doubt, it is always better to send an incident report, as it never hurts to document.
- National office should receive an incident report within a week of incident occurrence. The quicker an incident report is received the better.
  - Email should be sent to Regional Coordinator, who will advise their respective Assistant National Director, within 48 hours for urgent situations; within 24 hours for lost/stolen equipment or data.



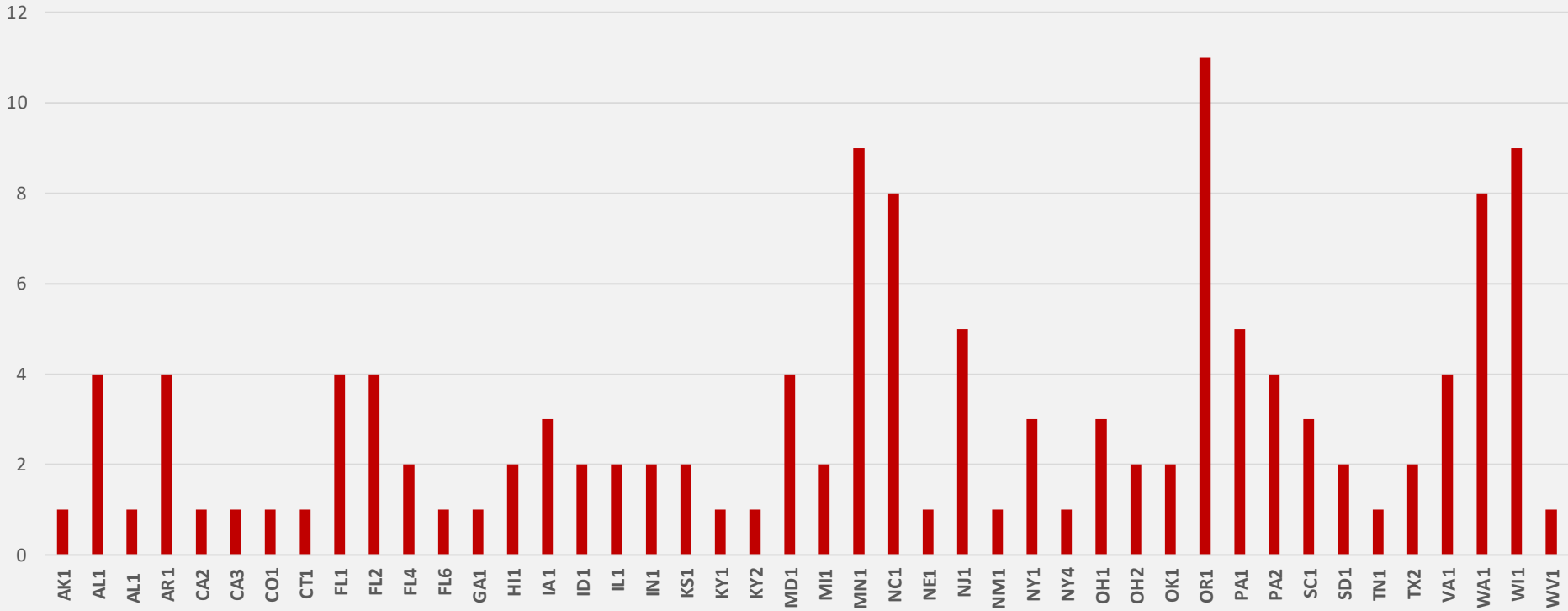
# State Count of 2020 Incident Reports

Total Action Needed Incidents Per State

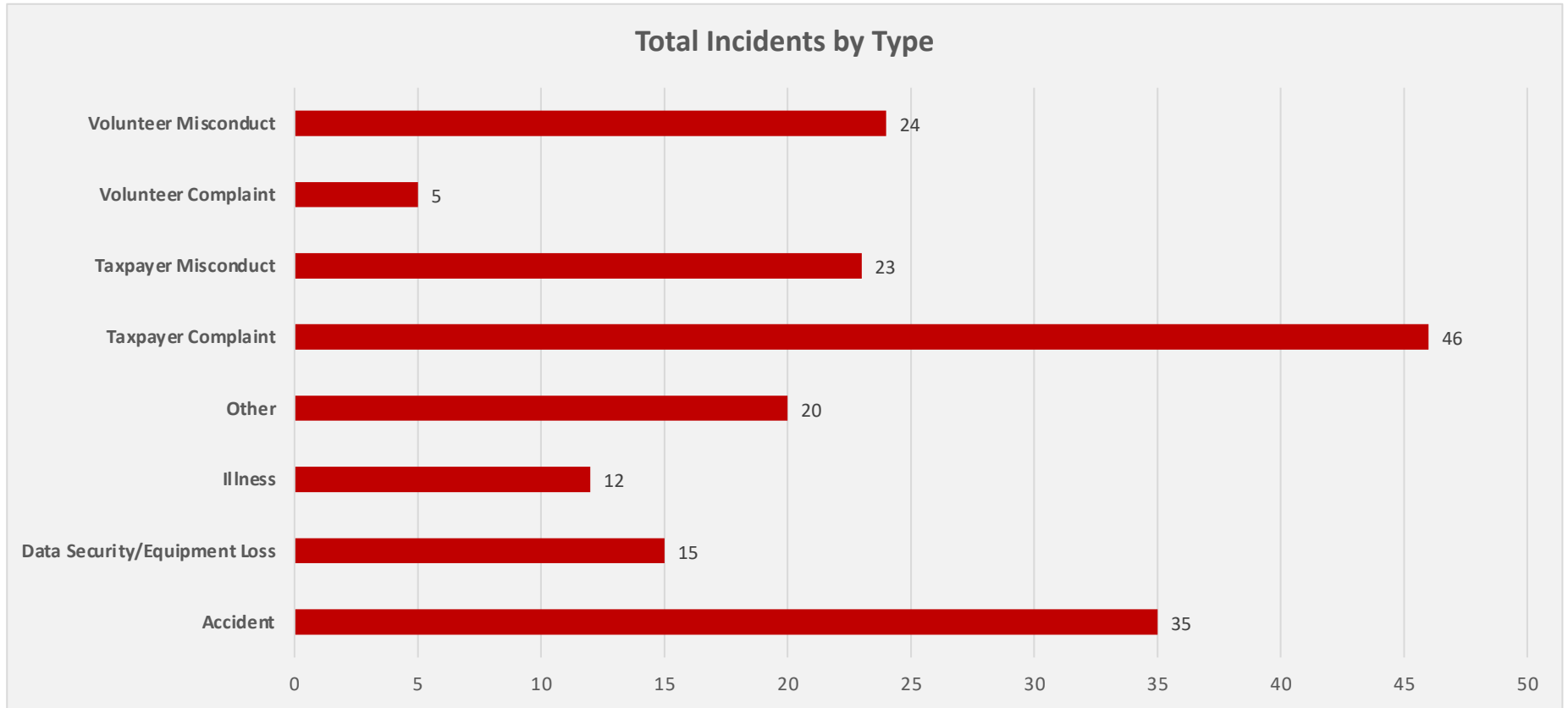


# State Count of 2020 Incident Reports

Total Advisory Incidents Per State



# Incident Types for 2020



# ■ Questions?



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