

# BSD Accident Reporting Procedure

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## 1.0 Purpose

It is the policy of Building Services Division that all accidents or incidents that results in either personal injury or illness, and or damage to state property shall be properly reported and investigated. Although accident/incident investigation is a reactive process, a comprehensive accident reporting and investigation process is a proactive measure that can effectively prevent or minimize future accidents/incidents. This operating procedure establishes a systematic process to ensure that accidents are properly reported in a timely manner, that all causes (direct and contributory) are thoroughly identified and that the appropriate corrective actions are taken.

## 2.0 Scope

This operating procedure applies to the reporting and investigation of all incidents that result in:

- A work-related injury and/or illness to any state employee (staff and visitors);
- Personal injury and/or illness to non-state personnel while on or using state-owned property;
- Damage to state-owned property; or
- A non-injury event that had the potential to cause harm or damage.

## 3.0 Responsibility

**3.1 Department heads, managers and/or supervisors** -- are responsible for:

- a. ensuring that all accidents/incidents are properly reported and investigated in accordance with this operating procedure.
- b. ensuring that all corrective actions are promptly and completely carried out.

**3.2 Employees** -- are responsible for reporting any injury/illness work-related accident or non-injury incidents to their manager/supervisor as soon as possible. All

accidents/incidents must be reported by no later than the end of the employee's regular work shift.

**3.3 The Safety and Security Office** -- shall participate in accident investigations either directly or by review of the report as deemed appropriate to the incident. The Manager of Safety and Security shall determine the level of participation that is warranted. Risk Management Division is responsible for administering the Workers' Compensation benefits program for work-related injuries or illnesses.

## **4.0 Definitions**

**4.1 Major Accident** -- Any injury or illness-related accident that results in:

- a. Death;
- b. Amputations involving the loss of bone tissue;
- c. Loss of consciousness due to electrical shock, lack of oxygen or chemical exposure;
- d. Possible permanent functional impairment of a body part (excluding those resulting from a back strain);
- e. Admission to a hospital (other than 24-hour observation, hernia repair or back strain).

**4.2 Multiple Injury Accident** -- (as defined by OSHA) -- Accidents or incidents that results in five (5) or more employees being admitted to a hospital or medical treatment facility.

**4.3 OSHA Recordable Incident** - Any accident/incident that results in:

- a. Medical treatment other than first-aid, (Examples: treatment of an infection, sutures, second or third degree burns, etc.) -- a list of OSHA-defined medical treatment is provided in Appendix A;
- b. Restriction of normal work activities (reduced work activities, or reduced work days);
- c. In days away from work (lost-time);
- d. or Any occupational illness.

**4.4 First-Aid Only** -- Any accident/incident which results in a minor injury that can normally be treated or cared for by the employee and/or his supervisor, and does not result in any of the conditions identified in Section 4.3. Note -- first-aid can be administered by a medical professional and not result in an OSHA-recordable incident. (Examples: application of a Band-Aid or antiseptic to a minor cut or scrape).

**4.5 "Non-Injury" Incident** -- An incident which does not result in personal injury or illness, or property damage, but had the potential to do so.

## 5.0 Notification Procedures

**5.1 Notification During Regular Working Hours** -- Any state employee involved in an accident/incident (as defined in Section 4.0) during regular working hours shall:

- a. Report the occurrence to their department manager or supervisor as immediately as possible, but by no later than the end of the regular work shift. Failure to properly report an incident can result in disciplinary action and/or denial of benefits.
- b. If the incident only involves first-aid treatment administered by either the employee or his/her manager/supervisor, or is a non-injury incident, the incident shall be documented on the Division's Incident/Accident Reporting Form.
- c. If the work-related accident results in injury or illness requiring professional medical treatment, the employee shall be referred to his/her own medical provider or other designated medical provider. If the injury or illness requires emergency medical treatment, contact the SF Police Department (Ext. 911), for proper notification of emergency medical services.
- d. The employee's manager/supervisor shall report the event to the Safety and Security Office by no later than the end of the work shift of the day on which the event occurred. At a minimum, the manager/supervisor must provide the employee's name, date and time of accident, nature of injury/illness, and how the accident/incident occurred.
- e. The employee's manager/supervisor is responsible for conducting the initial accident investigation and completing the **FIRST REPORT OF ACCIDENT/INCIDENT** form as outlined in Section 7.0.

**5.2 Notification After Regular Working Hours** -- Any state employee involved in an accident, that results in a work-related injury or illness, after regular working hours shall:

- a. Report the occurrence to Safety and Security Office (400-0113) as immediately as possible, but by no later than the end of the regular work shift. Failure to properly report an incident can result in disciplinary action and/or denial of benefits.
- b. The Safety and Security Manager and/or staff shall:

- investigate the incident as thoroughly as possible;
  - if the incident/accident involves a State employee, Safety and Security shall document the event including the employee's name, department, the name of the employee's immediate manager/supervisor.
  - forward a copy of the incident report to Safety and Security by no later than the end of the work shift.
- c. If the accident requires emergency medical assistance, please call 911 immediately.

**5.3 Deaths and/or Multiple Injuries** -- Any incident which results in deaths, or multiple injuries shall be immediately reported to Risk Management Division and Safety and Security Office. Safety and Security shall be responsible for notifying:

- a. The Office of the Secretary
- b. The Legal Affairs Department; and
- c. Any and all other departments deemed necessary on a need-to-know basis.
- d. Risk Management Division shall report the incident to the Occupational Safety and Health Administration (OSHA) -- Region VI, within eight (8) hours in accordance with federal regulations.

**5.4 Non-Injury Incidents** -- Any incident which does not result in injury or illness, but had the potential to do so, shall:

- a. be reported to the department manager or supervisor;
- b. the manager/supervisor shall document the event on the Incident/Accident Reporting Form.
- c. the manager/supervisor shall evaluate the incident and take the appropriate action to reduce or prevent recurrence. The manager/supervisor should consult with Safety and Security Office if assistance is required in evaluating and responding to the event.

## **6.0 Investigation Guidelines**

**6.1 Accident Scene** -- When possible, the accident scene should be preserved and disturbance of any physical evidence should be prevented until the principal investigator(s) arrive. Unless necessary to prevent further damage or injury, clean up or repair activities should commence only after all pertinent information has been collected.

**6.2 Witnesses** -- The principal investigator(s) shall identify and record the names of all individuals who witnessed the incident. Each witness shall be requested to provide a written statement identifying their account of the accident/incident. The witnesses shall be instructed to forward their written statements to Safety and Security Office.

**6.3 Photographs** -- When feasible, the principal investigator(s) should obtain photographs and or measured diagrams of the accident scene. All photographs and or diagrams shall be forwarded to Safety and Security office and Loss Control Bureau for inclusion as part of the permanent record.

**6.4 Questioning Injured Employees and/or Witnesses** -- When questioning injured employees or witnesses, the investigator(s) shall stress that the purpose of the investigation is to identify facts and not to assign fault. At all times the investigator(s) shall ensure that proper medical treatment and care of any injuries is given priority over questioning of the personnel involved.

**6.5 Investigation Findings** -- The investigation team shall identify and record the root and contributory causes of the incident. Upon completion of the investigation, the investigation team will identify the appropriate corrective actions, indicate the personnel responsible for implementing the actions and assign a target completion date.

## 7.0 Accident/Incident Report Forms

**7.1 First Report of Accident/Incident** -- Department heads, managers and/or supervisors directly responsible for the employee(s) involved in an accident/incident shall:

- a. Complete all sections of the **FIRST REPORT OF ACCIDENT/INCIDENT**
- b. The responsible department head or manager should involve the injured employee and all identified witnesses in the accident investigation and corrective action processes.
- c. The original report forms shall be completed and forwarded to Safety and Security Office within 48 hours after the accident/incident has occurred. If additional time is required to complete the investigation, the manager/supervisor shall notify Safety and Security Office.

**7.2 Report of Accident/Incident Form**-- Any accident/incident that requires the response of the Safety and Security Office, Security Company, Police Department and/or any incident that occurs after regular working hours, the responding officer shall:

- a. Document the accident/incident using the Department Incident Report System. If the incident involves an employee, the report shall include the employee's department and the name of the employee's immediate manager/supervisor.

- b. Identify any and all witnesses to the incident, providing name and address and telephone number where the witness(es) can be contacted by a Safety and Security office representative.
- c. Forward a copy of the Police Department incident report form to the Safety and Security Office by no later than the end of shift.

**7.3 Safety and Security Office** -- Upon receipt of the incident report, Safety and Security shall:

- a. Contact the employee's manager/supervisor to verify the incident and collect the preliminary information required to establish a workers' compensation claim with the designated carrier (if required). The manager/supervisor will be instructed to complete the [FIRST REPORT OF ACCIDENT/INCIDENT form](#) and forward that document along with any additional report forms or documents pertinent to the accident to Safety and Security and Human Resources . If necessary, copies of all report forms will be forwarded to the manager/supervisor.
- b. Upon receipt of the completed report forms, Safety and Security shall contact the HR representative designated to process workers' compensation and forward all pertinent documents for review so that they may be forwarded to WC Administrator.
- c. Safety and Security representatives shall review the investigation findings and proposed corrective actions with the affected department's manager/supervisor.

## **8.0 Training**

Safety and Security shall make available, training on accident investigation techniques and procedures. Managers and supervisors shall be provided training on the claims and benefits process of the Workers' Compensation Program.