

Incident Management

POLICY/APPROACH:

Please refer to the Safety Policy.

Immediate care for any injured person always takes precedence over all other incident management actions. As soon as first-aid or other medical needs are met, the area Supervisor shall be notified of any incident, no matter how slight the injury, illness or damage. All incidents shall be investigated. Internal recording and reporting to all entities with a need to know shall be completed within required timeframes. Data derived from the incident investigation, follow-up, monitoring and lessons learned shall be applied and communicated as part of a continual improvement process to foster prevention of recurrence of similar future incidents and maintain a safe and healthy workplace.

HEAD START PROGRAM PERFORMANCE STANDARDS:

45 CFR part 1304.22 Child Health and Safety

OREGON CHILD CARE DIVISION:

414-300-0170 Hazards and Emergencies

OREGON OSHA:

437-002-0161 Medical and first Aid

PROCEDURES:

The following procedure establishes and documents the process for managing agency post-incident activities to ensure compliance, completeness and consistency of implementation.

Scope

The scope includes initial notifications, completing an investigation, recording relevant information, reporting information to appropriate entities in accordance with internal and external regulatory requirements and continual improvement actions. It encompasses occupational (work related) incidents for employees and all children, parents and others served by the agency.

Other agency Health and Nutrition procedures exist that address specific needs in the childcare realm that may require additional documentation and database entries (SHINE).

School transportation incidents are governed by Oregon Department of Education regulations and some additional actions/forms are required.

Additional processes and forms are required from Human Resources for incidents that result in lost-work days, medical attention or compensation claims.

This document does not encompass emergencies or disasters addressed in the agency Emergency Operations Plan (large-scale man-made or natural disasters, homeland security threats or local security incidents).

Applicability

This procedure applies to all appropriate agency organizations and staff in all locations.

Definitions

Emergency – for the purposes of this procedure, emergency relates to a personal injury or illness involving serious harm or that is potentially life-threatening, requiring immediate medical attention.

Incident - an unplanned, undesired event that disrupts normal conduct of operations and may result in personal injury. This definition encompasses accident, injury, illness and near-miss categories. This document does not encompass emergencies or disasters addressed in the agency Emergency Operations Plan.

Accident - A sudden, unexpected event identified as to time and place; an undesired event that results in personal injury or property damage.

Injury – harm that is sustained from an incident.

Near-miss - an incident where no property was damaged and no personal injury sustained, but where, given a slight shift in time or position, damage/injury easily could have occurred. A narrowly avoided mishap.

Investigation - the process used to gather information about an incident, analyze it, draw conclusions and make recommendations.

Notification – informing the people who need to know that an incident has occurred as soon as practicable after occurrence, usually verbally, by email or texting.

Recording – all written documentation of an incident, including email.

Reporting – providing a report to internal or regulatory officials.

Roles and Responsibilities

Agency senior management at the Director level has the responsibility to support and promote this policy and to ensure resources are provided to implement and operate the procedures formalized in this document.

All agency staff has the responsibility to understand and implement this policy and procedure whenever an incident occurs that involves them.

Area Managers have overall management responsibilities for all incidents occurring within their assigned centers. The on-site supervisor at the time of an incident should preside over the investigation and analysis of the incident. Center Safety representatives have OSHA training in

accident investigation and should participate in all accident investigations at their center and report to the Safety Committee. If at all possible, the Safety Representative should help complete the Incident Investigation form.

The Maintenance Supervisor has responsibility for managing all incidents involving maintenance staff.

The Health and Nutrition Services Director has the role to interface with Oregon Child Care Division (CCD) and report incidents involving children.

The Human Resources (HR) Manager has the role to interface with the agency insurance carrier and OSHA for compensation claims and reportable incidents; and to coordinate appropriate staff training.

The Operations Business Manager and the Transportation Supervisor have the responsibility to address the special requirements and forms associated with a bus incident.

The Safety Compliance Officer has the responsibility to oversee the performance of these procedures, and to provide guidance/assistance to all involved.

The Safety Committee has the responsibility to review each incident and make additional recommendations for corrective actions and continual improvement if necessary.

Notifications and Reporting

All initial incident notifications shall be made within 24 hours. If an incident is an emergency, attending staff shall immediately call 911 to receive medical assistance, and stand by until assistance arrives. If additional staff is present or available, they can begin notifications, or notifications will be made after emergency assistance has arrived.

As soon after an incident is initially observed and attended to, the attending staff member shall notify their immediate supervisor. If the supervisor is not available, the attending supervisor shall be notified. The supervisor shall immediately notify the HR Manager, the Operations Director and the Safety Compliance Officer. Telephone or email notifications are acceptable.

If a child is involved parents must be notified on the day of occurrence.

An accident resulting in the death of a child must be reported to the CCD within 48 hours.

Injuries to a child which require medical attention from a licensed health care professional must be reported to the CCD within 7 days. Report these injuries to the Director, Health and Nutrition Services as soon as possible. In addition, a copy of the medical record and whether the child is insured shall be provided to the agency Operations Director for Maintenance and Transportation.

The final report is completed by the lead investigator. It can consist of the completed Incident Investigation form.

The final report is issued to the HR Manager and to the Safety Compliance Officer for presentation to the Safety Committee for review.

On the job worker fatalities and catastrophes must be reported to Oregon OSHA within eight hours.

Any employee accident that results in overnight hospitalization must be reported to Oregon OSHA within 24 hours.

Recording Incident Information

The Incident Investigation form (**Appendix A**) shall be used for documentation of all incident related information. The completed form is the incident report.

The Ouch report form shall be used whenever there is a child-involved incident

An SAIF Corporation form 801 must be completed and submitted to the HR Manager to initiate the compensation claim process.

Incident Investigation and Analysis

All incidents including near-misses should be analyzed. The resources applied to an incident investigation should be proportional to its severity. This means analysis of a near-miss may not be as extensive as an injury requiring medical attention. However, the steps of the process to determine root and contributing causes and potential corrective actions remains the same. The Incident Investigation Form is crafted to walk the investigator through the investigation process.

The object of every investigation is to prevent it from happening again. Accident investigation is not about placing blame, but about finding facts.

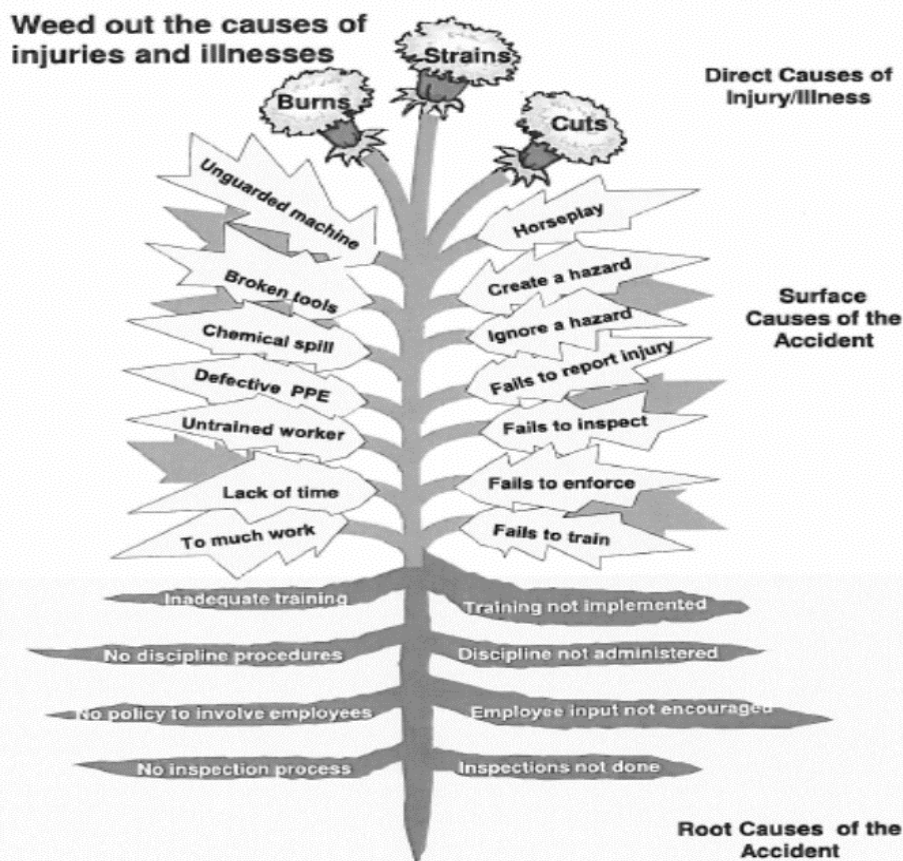
The primary investigation outline is:

- Gathering useful information
 1. Secure the scene
 2. Collect facts about what happened – conduct interviews
- Analyzing the facts of the event
 1. Develop the sequence of events – use the five “Whys?” process
 2. Determine the causes (see the diagram below)

Steps in cause analysis

- Analyze the injury event to identify and describe the direct cause of injury.
 - Analyze events occurring just prior to the injury event to identify those conditions and behaviors that caused the injury (primary surface causes) for the accident.
 - Analyze conditions and behaviors to determine other specific conditions and behaviors (contributing surface causes) that contributed to the accident.
 - Analyze each contributing condition and behavior to determine if weaknesses in carrying out safety policies, programs, plan, processes, procedures and practices (inadequate implementation) exist.
 - Determine implementation issues to identify system, process or procedure weaknesses.
- Implementing solutions to prevent recurrence
 1. Recommend improvements
 2. Complete the report

Accident Investigation



Training

All safety committee representatives must receive hazard identification and accident investigation training.

Appendices

- A. Incident Investigation Form**
- B. Ouch Report form**

Appendix A

SOCFC Incident Investigation Form

This form shall be used to document all incidents except for those that meet the criteria for an “Ouch” report. Fill in the blanks according to who is involved in the incident. If a question does not apply put NA in the blank space.

Lead Investigator (as designated by the Area Manager): _____

Team members: _____

Actual incident _____ near-miss _____

1.0 Identification Information

Victim: Employee___ Child___ Parent___ visitor___ volunteer___ other ___

Name: _____ Job title: _____

Assigned center/department: _____

Hire date: _____ Supervisor name: _____

Phone number and email: _____

Others involved: _____

2.0 Incident Data

Date/time/location of incident/near-miss: _____

Date initial notifications made and to whom: _____

Referred for medical treatment? Y () N () If yes, where? _____

Body Part(s) Affected (check all that apply)

- () Scalp () Neck () Upper Arm () Lower Leg () Upper Back
() Teeth () Face () Shoulder () Ears () Eyes () Mouth () Groin
() Wrist () Finger(s) () Thigh () Elbow () Forearm () Ankle
() Hand () Foot () Toe(s) () Lower Back () Knee () Chest
() Abdomen () Hip

Side of Body Affected: Left () Right () Both ()

Nature of Injury

- () Laceration () Foreign body () Contusion () Burn () Bruise
() Bite () Pinch () Rash () Scratch
() Spit () Incident () Strain () Sprain

Work activity at Time of Incident: (check all that pertain)

- () Lifting () Stepping – up or down a level
() Carrying () Jumping
() Reaching () Keyboarding
() Pushing () Other repetitive motion task
() Pulling () Driving (if so, what vehicle _____)
() Bending () Operating equipment (if so what equipment _____)
() Twisting () Innocent bystander
() Running () Other _____

2.0 Incident Description: Victim, witnesses, supervisor, employees with insight

Date/time of interview: _____ Name: _____

Relationship to incident: _____

Description of events (leading to, during or after incident):

Date/time of interview: _____ Name: _____

Relationship to incident: _____

Description of events (leading to, during or after incident):

Date/time of interview: _____ Name: _____

Relationship to incident: _____

Description of events (leading to, during or after incident):

Date/time of interview: _____ Name: _____

Relationship to incident: _____

Description of events (leading to, during or after incident):

3.0 Analysis

Determine the **Direct cause**. If there was an injury, what caused it?

Contributing causes: describe how the incident related to any contributing causes below.

Hazardous conditions or identified hazards

Materials

Machinery

Equipment

Tools

Chemicals

Environment

Workstations

Facilities

People

workload

Unsafe behaviors

Actions taken or not taken

Errors in a process

failure to comply with rules

using unsafe methods

taking shortcuts

horseplay

poor attitude about safety

failure to report hazards

allowing unsafe behaviors

failure to train

failure to supervise

failure to correct

too much work

ignoring worker stress

system weaknesses or failures

Inadequate planning

Inadequate policies, programs, plans, processes, procedures

Failure to implement the system

Has this employee received relevant training? Y () N ()

Were appropriate agency safety procedures followed? Y () N () If no, explain what the normal procedure is.

Have the employee's job duties recently changed? Y () N () If yes, explain

Has the employee ever reported any existing physical condition(s) that may be related or aggravated by this injury? Y () N () If yes, explain

4.0 Recommendations to prevent recurrence

Corrective actions:

Appendix B

This form is a two part NCR

Southern Oregon Head Start
"Ouch" Report
(To be sent home with child for parent's information)

H-9

Child's Name:	Date:
Teacher:	Time:
Type of Ouch (circle all that apply): Scrape Fall Bump Nosebleed Sliver Cut Burn Bite Pinch Other (please describe) _____	
Comfort given (circle all that apply): Band-Aid Ice Pack Hugs Tissue Cleansing Other (please describe) _____	
Parent contacted: Yes No Comments: _____	
Teacher Comments: _____	

Teacher's Signature: _____ Date: _____
Parent's Signature: _____ Date: _____

Parents: If you decide to take your child to a health care provider for this incident, you must notify the Head Start Area Manager or Early Head Start Center Supervisor within 24 hours of treatment.