



## Policy: Safety and Incident and Accident Reporting

**ChildNet Number:** CN 009.031  
**Original Approved Date:** June 3, 2003  
**Policy Revised Date(s):** May 13, 2010; May 20, 2010  
**Policy Sunset Date:**  
**COA Standard(s):** RPM 2.01

### Statement of Policy:

ChildNet is committed to providing a safe and healthy environment for all employees, clients and visitors by complying with all applicable laws, including the Occupational Safety and Health Act (OSHA).

**Board Chair's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

11-15-10



## **Procedure: Safety and Incident and Accident Reporting**

**ChildNet Number: CN 009.031**

**Original Approved Date: June 3, 2003**

**Procedure Revised Date(s): May 13, 2010; May 20, 2010, March 8, 2012,  
August 22, 2014**

**Procedure Sunset Date:**

**COA Standard(s): RPM 2.01**

### **Definitions:**

**Incident:** Any event that places an individual at risk of physical or emotional harm. Examples of incidents include, but are not limited to:

1. Suspected physical or verbal abuse
2. Inappropriate behavior by a client/visitor
3. Property destruction, either intentional or unintentional
4. Threat made by a client towards an employee
5. An altercation between two clients at a ChildNet sponsored activity

**Accident:** Any event that has occurred and may or may not lead to physical harm. Examples of accidents include, but are not limited to:

1. A parent dropping a child in the parking lot
2. A client falling in the lobby
3. Hot beverage spilling on a visitor
4. A ChildNet employee's vehicle being rear-ended during the performance of his or her duties, such as during the transportation of a child

### **Statement of Procedure:**

#### **Non-Employees:**

Incident/Accident Report forms are used to document such occurrences and are available from Talent Management and ChildNet's main office. This form must be completed and given to Talent Management immediately following any incident or accident that involves a client, visitor, or any other individual involved with activities related to / sponsored by ChildNet or its subsidiaries (incidents and accidents involving ChildNet employees are handled separately).

Documentation of an event does not eliminate the need to follow any additional prescribed procedures as warranted by the event (e.g., contacting the abuse registry in the event of suspected abuse). In case of an emergency, employees are to dial 911.



### **Completion of the Incident/Accident Report Form for Non-Employees:**

- A. Incident/Accident Report forms must be completed for all incidents and accidents, except when the situation involves an employee's incident or accident. The employee witnessing the event is to initiate the completion of the Incident/Accident Report. If more than one employee witnesses the event, the employees decide among themselves who initiates completion of the report. If there is no witness to the event, the first employee informed of its occurrence documents what he or she has been told, and indicates in the report that the event was not witnessed, but was based upon a verbal description.
- B. The Incident/Accident Report form must be completed in its entirety, leaving no blank spaces; "N/A" is written if a question is not applicable. The description of the incident and any follow-up action taken or to be taken must be reported clearly, accurately, and completely.
- C. In all cases, the reporting employee immediately completes the Incident/Accident Report form. Additionally, when possible, if the individual involved incurred an injury, the reporting employee obtains the individual's statement and signature on the top of page 2 in the area provided. If the event involves a child whose parent, guardian, or family member is present, that adult is to complete the top of page 2 in the area provided.
- D. In the event that it is not possible to obtain the statement and/or signature of the individual involved (e.g., the individual is underage and no parent, guardian, or family member is present, or the individual requires immediate emergency treatment), the reporting employee uses the space provided to explain why the statement and signature were not obtained.
- E. Due to insurance reporting requirements, Talent Management must immediately receive a copy of the Incident/Accident Report form. Therefore, after completing page 1 and obtaining the individual's statement and signature (or documenting why the statement and signature were not obtained), the reporting employee must immediately make a copy of the complete form and forward the copy to Talent Management so that follow-up can be initiated as appropriate. The employee forwards the original to his or her Department Director for review and additional follow-up as needed. If the incident/accident is not directly relevant to his or her department, the Director forwards it to the appropriate Department Director.
- F. The Department Director/Manager reviews the information to ensure that all necessary follow-up has occurred, to ensure that procedures and processes do not need to be reviewed/revised as a result of the event, and to identify training needs resulting from the event. The Director/Manager completes the comment section in the space provided (clearly documenting the follow-up that has occurred or will occur, if



- applicable, and clearly identifying any additional individuals notified), signs, completes the forwarding information in the space provided, and immediately forwards it to his or her reporting Executive for review and additional follow-up as needed.
- G. The Executive reviews the information provided to ensure that all necessary follow-up has occurred, to ensure that procedures and processes do not need to be reviewed/revised as a result of the event, and to identify training needs resulting from the event. The Executive completes the comment section in the space provided (clearly documenting the follow-up that has occurred or will occur, if applicable), signs, completes the forwarding information in the space provided, and makes a copy to be maintained and utilized for quality improvement activities within the department. The Executive forwards the original to Talent Management.
- H. Upon receipt of the original Incident/Accident Report form, which has gone through the routing process, Talent Management discards the incomplete copy that was originally forwarded by the reporting employee. Any follow-up that has occurred (e.g., completion of procedures and paperwork required by the appropriate insurance carrier) is documented on the original Incident/Accident Report form in the space provided.
- I. Talent Management signs the form, makes four additional copies, completes the copy distribution information in the spaces provided, and handles as follows:
1. Original is maintained in a designated file in Talent Management and utilized for back-up documentation as needed.
  2. One copy each is forwarded to the CEO, CFO and Executive Director.
  3. One copy is forwarded to Continuous Quality Improvement (CQI).
5. CQI maintains copies of all Incident/Accident Report forms in a labeled binder and provides a copy to the Legal Department. Prior to each Safety Committee meeting, CQI completes an aggregate summary of incident/accident information and identifying trends and patterns, for further review by the committee. The summary and resulting recommendations and follow-up is documented in the Safety Committee meeting minutes. Additionally, this information is used for on-going internal quality improvement activities.

### **Employees:**

Any job-related incident or accident is to be reported immediately to the employee's supervisor and Talent Management for prompt evaluation and medical attention, as necessary, for safety and Workers' Compensation purposes. In case of an emergency, the employee or coworker is to call 911. Incidents and accidents resulting in injuries to employees and/or damage to property are of major concern to ChildNet, because:



- A. Any accident, whether minor or severe, involves potential serious personal injury. The safety and well being of our employees is of major importance to ChildNet.
- B. Accidents and injuries are costly and time consuming. The direct cost of any accident is reflected in insurance premiums. The indirect costs of accidents may be entirely borne by our company.
- C. Unsafe/hazardous conditions resulting in an accident can also contribute to equipment failure, delays, personnel problems and other hindrances which interfere with the orderly, efficient operations and scheduling that are necessary for our business.

**ChildNet's safety objectives are to:**

- A. Provide a safe, accident-free and injury-free work environment for our employees, clients and visitors.
- B. Minimize the harmful effects of accidents and injuries and prevent recurrences.
- C. Reduce costs associated with accidental losses.
- D. Produce greater efficiency through control of unintentional interruptions in productivity caused by accidents.
  - 1. Prevent accidents through identifying, removing and controlling potentially unsafe hazards.
  - 2. Promote awareness of health and safety issues and safety practices.
  - 3. Ensure compliance with all Federal, State and Local laws pertaining to safety.

**Incident reporting to the Department of Children and Families (DCF):**

The following critical incidents are entered into the DCF Incident Reporting and Analysis System (IRAS) within one business day of notification:

- 1. Employee Arrest for a civil or criminal offense.
- 2. Employee Misconduct that results in potential liability for the Department, death or harm to a client, abuse, neglect or exploitation of a client, or results in a violation of statute, rule, falsification of records, failure to report suspected abuse or neglected, contract mismanagement, or improper commitment or expenditure of state funds.
- 3. Security Incident – Unintentional that results in compromised data confidentiality, a danger to the physical safety of personnel, property or technology resources, misuse of state property or technology resources, and/or denial of use of property or technology resources. This excludes instances of compromised client information.



4. Significant injury to staff as a result of work related activity that requires immediate medical or surgical evaluation or treatment in a hospital emergency department to prevent permanent damage or loss of life.
5. Suicide attempt as determined by a licensed mental health professional or other licensed healthcare professional.
6. Other events such as
  - a. Human acts such as kidnapping, riot, or hostage situation.
  - b. Bomb or biological/chemical threat of harm to personnel or property involving an explosive device or biological/chemical agent received in person, by telephone, in writing, via mail, electronically or otherwise.
  - c. Theft, vandalism, damage, fire, sabotage, or destruction of state or private property of significant value or importance.
  - d. Death or significant injury of an employee or visitor while on the grounds of the agency.
  - e. Any event regarding clients that has led or may lead to media reports.

President's Signature: \_\_\_\_\_

Date: 08-27-14