

## Chapter 3

### INJURY/ILLNESS REPORTING AND INVESTIGATION PROCESS

#### 3.1 REPORTING OF INJURIES AND ILLNESSES

**3.1.1** All injuries/illnesses that result in personal injury, illness, or property damage shall be immediately reported and investigated, regardless of the extent of injury, illness, or property damage. Employees must immediately report illnesses, injuries, incidents, and crashes to their supervisor.

Non-fatal crashes are reported by using the appropriate forms (*Form No. 500-000-18, Injury/Illness Report*, or *500-000-15, Vehicle Crash/Incident Report*). See *Chapter 4, Personal Injury/Illness Reporting*; and *Chapter 5, Vehicle Crash/Incident Reporting Process* for further details.

#### 3.2 REPORTING OF FATALITIES

**3.2.1** Any incident that results in the fatality of any Department employee shall be reported to the Unit Manager or his/her designee who will contact the appropriate Human Resources Manager, District Occupational Safety and Health Office, District PIO, and the State Safety Office, Occupational Safety and Health.

**3.2.2** Any incident which results in a department employee fatality related to a work activity on facilities or properties owned, leased, or regulated by the department must be reported immediately to the respective District Secretary or Assistant Secretary.

#### 3.3 INVESTIGATION OF INJURIES AND ILLNESSES

**3.3.1** The purpose of an injury/illness investigation is to conduct a non-fault-finding process for the purpose of gathering information and record facts about the incident that caused the injury, illness, or property damage and educate and train those involved and to prevent future recurrences. Employee fault and any subsequent actions or determinations resulting from the incident are separate from this process and come under the authority of Management and the HR Department.

**3.3.2** The investigation should:

- (A)** Identify the primary cause(s) and/or contributing factors leading to the accident. Some of the primary causes that need to be investigated include

the **Task** (safety devices used, safe work procedure, appropriate tools), **Hazardous Conditions** (improper or broken equipment, improper tool used, employees not trained to recognize), **People** ( properly trained, overworked, no procedure, deviation from normal job procedure), **Personal Protective Equipment** (not provided, employees not trained, poor quality, used improperly), **Management System** (failure to identify hazards, failure to correct, training not provided, not conducting safety inspections, not providing a supervisor);

- (B) Determine what, if any, unsafe work practices or procedures caused the incident;
- (C) Determine what actions, such as eliminating unsafe conditions or correcting unsafe acts, can be taken to prevent similar occurrences;
- (D) Gather all related facts needed to answer the questions of what, when, where, why, who, and how;
- (E) Identify person(s) involved in the incident and person(s) who witnessed the occurrence;
- (F) Include an interview of each witness, if possible, which might provide information on the underlying cause(s) of the incident;
- (G) Reveal any deficiencies in operating policies, processes or procedures; and
- (H) Discover any unsafe work practices caused by untrained employees or those who need additional training.

### 3.4 INFORMATION GATHERING

- 3.4.1 The primary responsibility for conducting the investigation and gathering needed information about the incident rests with the immediate supervisor of the employee involved in the incident or with any other employee designated by the Unit Manager/Cost Center Manager for this purpose.
- 3.4.2 The investigation of the incident should be initiated immediately. The required reports, **Form No. 500-000-18, Injury/Illness Report** and **Form No. 500-000-15, Vehicle Crash/Incident Report** should be completed within thirty working days of the occurrence.
- 3.4.3 All information gathered from the investigation shall be recorded on the required report form. However, if additional space is needed then the use

of attachments is acceptable and at the bottom of the appropriate box state “see attachment”. The completed report should be well documented providing accurate information regarding the accident to the Unit Manager/Cost Center Manager and provide a written record of the interim action(s) or recommended preventative action(s) taken to eliminate or minimize similar occurrence(s).

### **3.5 REVIEW PROCESS**

**3.5.1** The Unit Manager/Cost Center Manager may designate a group of employees to review injury/illness and crash/incident reports for the purpose of:

- (A)** Reviewing the information provided in the report for completeness and to ensure the information is detailed enough to provide the circumstances and causes leading up to the incident.
- (B)** Evaluating the interim action(s) or preventative action(s) taken to eliminate or minimize similar occurrences;
- (C)** Recommending permanent action(s) to eliminate or reduce the risk of recurrence (not discipline.)