# Incident / Accident Reporting

Subrecipients are required to develop a process for incident reporting that records the incident, determines its' possible cause, document any actions taken, and make it known to CSDJFS. Accident reporting is the process of documenting all worksite injuries, near misses, and accidents. A report should be completed at the time an accident occurs, even if the injury is considered to be minor.

An **incident** is defined as any event, condition, or situation falling under any of the following:

- Causes disruption or interference to an organization
- Poses a significant risk that could affect members within the organization
- Has impact on the systems and operation of a worksite
- Attracts negative media attention or negatively impacts the reputation of the organization

**When to Write a Report**

All incidents/accidents shall be reported to an immediate supervisor. As expeditiously as possible after the event, an incident/accident form shall be completed to document all relevant information. The purpose of the investigation is not to fix or place blame, but to identify the root cause and determine preventative measures that can help prevent future accidents/incidents.

The immediate supervisor is responsible for performing an initial investigation upon learning of the accident/incident, with an objective of determining the root cause(s). Initial findings and recommended corrective actions must be documented and sent to the organization's management within one (1) business day of notification.

All levels of investigation should be signed off on and dated by the investigating supervisor and their management. These parties should establish action deadlines, with any corrective actions being implemented according to the plan.

Subrecipients are encouraged to conduct incident/accident report training to help their staff develop skills for proper incident reporting. Typical incident/accident report training may include:

- Why incidents/accidents should be investigated and the parties who must be notified when they occur
- What is considered a reportable incident
- How to create a good incident report
- What details need to be documented

When the report is completed, copies of the report and corrective action plans should be distributed to all staff party to the investigation or involved in the corrective action planning. A copy of the report

and corrective action plan (if applicable) should also be submitted to CSDJFS via email: **Summit_Contracts@jfs.ohio.gov** and **Summit_Monitoring-TA@jfs.ohio.gov**.

**Types of incidents to be reported**

1. *Serious injury or death*

Unexpected occurrences that resulted in serious physical or psychological injury or death (e.g., slips, trips and falls, natural disasters, vehicle accidents, disease outbreak, etc.). This category includes the following:

- Worker injury incident
- Environmental incident
- Property damage incident
- Vehicle incident
- Fire incident

2. *At-risk incidents*

Situations where the people involved suffered no illness or injury, but could have been potentially harmed by the risks later identified.

3. *Incidents for awareness*

These are incidents that need to be communicated across an organization to raise awareness of future harm that may occur.

**The Incident Report Form**

The following elements are required to be included as part of any incident report form. The incident report form should be developed in a way that illustrates the organization's process for responding to incidents/accidents as they occur.

1. Fundamental Information
    - Type of Incident
    - Date/time of when the incident occurred
    - Location of incident (be as specific as possible)
    - Describe the incident

2. Note any Damages and Injuries
    - Incident Category (injury/illness/death/near miss)

- Describe in detail what damages and/or injuries occurred

3. Identify Affected Individuals
   - Were there people involved in the incident? (Yes/No)
   - Person 1, 2, 3, etc.
     - Name, address, email address, phone contact
     - Sex
     - Participant or Staff

4. Identify Witnesses and Obtain Witness Statements

   Record the names and contact information of people present during the incident and gather their statements. Witnesses must sign off on their statements to verify the accuracy of what has been recorded.

   - Were there witnesses? (Yes/No)
   - Witness 1, 2, 3, etc.
     - Full Name
     - Contact information
     - Statement – the witness can write the statement in their own words or someone who is writing the report can paraphrase what the witness reports
     - Witness signature

5. Initial Findings

   Immediate supervisor's initial findings and any recommended corrective actions must be documented and sent to their organization's management within 1 business day of their notification of the incident.

6. Corrective Action(s) Taken

   What actions will be taken to eliminate future incidents of the same or a similar nature? Action steps should be assigned to appropriate personnel with the organization.

7. Closing the Report

   Upon completion of the previous sections, the organization's management should be consulted regarding their conclusions. To ensure accountability, the supervisor and management should reach a concurrence about the resolution.

**Elements of an incident report**

An incident report should contain all essential information about the event. Include the following key elements to ensure that all facts and relevant details are properly documented:

1. **Accurate:** Information should be clearly stated and specific. Most inaccuracies are due to typos and simple grammar and spelling errors (e.g., incorrect details of names of people involved, date and time of the incident, or incorrect contact numbers). Provide more specific details of what you are referring to and avoid vague statements that may lead to confusion. Lastly, proofread your report before submission check for any errors.
2. **Factual:** An incident report should be objective and supported by facts. Avoid including emotional, opinionated, or biased statements in the incident report. It should provide both sides of the story, with care taken to avoid biasing findings toward the organization or towards the customer. If there's a need to include statements from witnesses, make sure to quote them.
3. **Complete:** Ensure that all essential details (what, where, when, why, and how) are discussed in the incident report. Record not only the people who were involved but also include details such as who witnessed the event and those who will conduct the investigation. Make best efforts to anticipate what questions will be asked later so that information for answering them can be gathered now.
4. **Illustrative:** Photos, diagrams, and illustrations may be included as supporting evidence. Take photos of the injury, damage, and surrounding environment.
5. **Validated:** Upon completion, those who were involved in the incident (e.g., victim, witnesses, manager, reporter) should sign off to verify and validate information recorded in the incident report. This helps to reinforce the objectivity of your report.