

North Yarmouth Fire Rescue - Standard Operating Guidelines <b>Administration</b>	A-108
<b>Accident/Injury Reporting</b>	
Developed: 12/2014	Authorized: GAP Revised: 09/08/2015 Pages: 7

An accident is an unplanned, undesired event that sometimes results in personal injury, property damage or both. The investigation should determine **WHAT** happened, **HOW** it happened, **WHY** it happened and what should be done to prevent similar incidents. This same procedure should be followed for the often forgotten **NEAR MISS** accident as well.

The methods presented are flexible. They allow considerable latitude in the make-up of an accident investigation team and their activities.

## **A. REPORTING**

1. Injuries sustained while working for North Yarmouth Fire Rescue shall immediately be reported to the Officer in charge. This is done in writing by filing an official internal first report of injury and submitting it to the EMS Director or the Chief.
2. Injuries that require medical attention shall be reported immediately to the EMS Director, the Chief of Department and/or to the person in charge.
3. For injuries requiring emergent medical attention, seek medical treatment immediately. Then the person/officer in charge shall be notified as soon as possible. For all non-emergent injuries that require medical attention, the employee must make an appointment with, and be seen by a medical professional from Mercy Quick Care within 10 days of injury.

Mercy Quick Care  
385 US Route-1  
Yarmouth Me, 04096  
207-535-1200

4. A first report of injury (Workers Comp Form) must be filed within 24 hours. Go to the following web site: <http://www.maine.gov/wcb/Forms/WCB-1.pdf>
  - a) Action Taken By The Supervisor:
    - 1) Secures or assists in securing the scene of the accident to prevent further injury to personnel. Including all PPE involved.
    - 2) Aids injured employee(s) and coordinates efforts to obtain proper medical assistance.
    - 3) When practical, notifies management.
    - 4) The following information will be made available at time of first report of injury:
      - a) Name of injured party(s).
      - b) Date, time and specific location of accident.

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- c) How the accident occurred.
  - d) Description of injury.
  - e) Names of any witnesses and their contact information
  - f) Names of all North Yarmouth Fire Rescue personnel on location.
  - g) If applicable, estimated time of arrival, name and location of medical treatment facility to which injured party(s) will be transported.
  - h) If possible, and in concert with injured employee, prepares a written statement detailing the conditions and events surrounding the accident.
- 5) Coordinates completion of Employer Report of Injury.
2. All vehicle accidents which occur while an employee is operating a vehicle owned, leased or rented by the North Yarmouth Fire Rescue must be immediately reported to the Fire Rescue Chief. This includes accidents or personal injury involving real or claimed damages / injuries to non-owned NORTH YARMOUTH FIRE RESCUE property or third party personnel.
- a) Employee actions taken at the scene of the accident:
    - 1) Renders assistance to anyone who might have sustained injuries.
    - 2) Unless causing a traffic hazard, the vehicle should not be moved until instructed to do so by the investigating law enforcement officer.
    - 3) Position available hazard devices to warn oncoming motorists.
    - 4) Identify the people (names, addresses, telephone numbers, driver's license numbers) and vehicles (make, model, license numbers) involved.
    - 5) Identify and obtain names, addresses and telephone numbers of all passengers and witnesses.
    - 6) Obtain an accurate description of the location including photographs.
    - 7) If injuries, real or claimed, are involved, obtain as much information as possible regarding the extent of injuries.
    - 8) Obtain the name of the investigating officer, agency employing the investigating officer and ask the officer to furnish any state or local forms to be filled out.
    - 9) When appropriate, notify proper third party agency to investigate all motor vehicle accidents involving North Yarmouth Fire Rescue employees in performance of their assigned duties.
    - 10) NORTH YARMOUTH FIRE RESCUE employees should not make any statements except as required by the investigating officer.



- b) Actions taken by North Yarmouth Fire Rescue
  - 1) Ascertains, to the extent possible, location, injuries to NORTH YARMOUTH FIRE RESCUE and/or third party personnel, and property damage to NORTH YARMOUTH FIRE RESCUE and/or third party property.
  - 2) If appropriate notifies immediate family.
  - 3) If death, serious personal injury and/or substantial property damage is involved, contacts legal counsel.
  - 4) Completes North Yarmouth Fire Rescue Motor Vehicle Accident Report and makes same available to the office of the claims adjuster.
- 3. Any non-vehicular accident or incident in which there is damage to non-owned property or personal injury to persons other than NORTH YARMOUTH FIRE RESCUE employees and resulting from the conduct of NORTH YARMOUTH FIRE RESCUE employees, operation of NORTH YARMOUTH FIRE RESCUE equipment, or use of NORTH YARMOUTH FIRE RESCUE products or procedures must be reported as a potential general liability claim.
  - a) Actions taken at the scene of the accident:
    - 1) NORTH YARMOUTH FIRE RESCUE employees should render the location as safe as possible. This may include securing NORTH YARMOUTH FIRE RESCUE equipment and offering first aid assistance.
    - 2) After the emergency has subsided, or work has been completed, but before leaving location, obtains all pertinent information (photographs) regarding the accident and/or occurrence.
      - a) Obtain names and contact information of all personnel and witnesses present when the accident occurred.
      - b) Extent of injury(s).
      - c) Location of the accident.
      - d) Extent of property damage.
  - b) Actions taken by North Yarmouth Fire Rescue:
    - 1) Completes “Report of Accident” and files for future reference.
    - 2) When applicable, notifies claims adjuster and makes copy of “Report of Accident” available.
    - 3) In cases of death, serious personal injury or substantial property damage, notifies legal counsel.
    - 4) If NORTH YARMOUTH FIRE RESCUE equipment is involved, said equipment, as instructed by management, may

be tagged and removed from service for further investigation. If equipment has been taken out of service, only an officer of NORTH YARMOUTH FIRE RESCUE may release the equipment for field use.

## **B. RECORD KEEPING**

1. NORTH YARMOUTH FIRE RESCUE Office Staff shall maintain an accurate OSHA 300 Log as required by the United States Department of Labor. The specific OSHA Record keeping guidelines for this document shall be followed, particularly the reporting of accidents that require medical treatment.
2. The previous year, OSHA Form Summary shall be posted on NORTH YARMOUTH FIRE RESCUE bulletin board on February 1<sup>st</sup> of each year and shall be removed on March 1<sup>st</sup> (the original of this document shall be kept on file for 5 years.
3. OSHA 300 Logs and Accident Reports indicative of the type occurrence (Near-Miss, First Aid, Restricted Work, Lost Time, Medical, or Fatality) shall be kept on file at NORTH YARMOUTH FIRE RESCUE office.
4. Safety Coordinator will keep central files on all documented inspections, investigations, safety meeting attendance logs and minutes, injury logs, personnel safety, training records, and related documentation. These records will be maintained in the Safety Accident Prevention file for at least one year after the current year.
5. These files will be maintained for at least five years. OSHA 300 reports must be kept for five years.

## **C. FIRST AID/MEDICAL SERVICES**

1. Confidentiality - Employee medical records shall be filed by employee number or social security number and kept separately from all other files. Either employees or their designated representatives may request copies of these files.
2. Treatment Procedures For Injured - All injuries shall be reported immediately to the supervisor in charge. Your supervisor will insure that you get first aid treatment and should the injury require it, transportation will be provided so that professional medical care can be given.
3. Emergency phone numbers should be ascertained prior to performing any work.

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4. Failure to report injuries prior to leaving the job site may be cause for disciplinary action.
  5. Adequate first aid supplies and equipment are maintained on each job site for emergency use.

#### **D. PROCEDURES FOR HANDLING AND REPORTING OF ACCIDENTS/INCIDENTS**

All accidents, injuries, near miss and/or incidents, no matter how small, are to be reported to the supervisor and the office as soon as possible. Failure to report or document any incident is subject to disciplinary action up to and including discharge. If notification was not given, the injury/illness/incident will be considered as questionable.

Accurate information should be recorded on the appropriate form(s). Delays, even those of a few hours, can permit information or items of importance to be lost, removed, destroyed, or forgotten.

All accidents/incidents will be investigated in order to determine the cause and any action, which shall be taken to prevent a recurrence; it is not used to establish blame.

In no event should non-NORTH YARMOUTH FIRE RESCUE personnel be allowed at the scene of the incident without express consent of NORTH YARMOUTH FIRE RESCUE (or other regulatory agencies).

##### **1. Personal Injury**

Provide proper medical attention as soon as possible, including transportation to the nearest medical facility. The more serious the injury, the more important it is for prompt reporting. Also, advise if transportation is needed.

- a) Contact the office by telephone giving name of the injured party, time, date, location and description of the incident. If not a NORTH YARMOUTH FIRE RESCUE employee; in addition to the above, furnish the name of appropriate contact information.
- b) Secure the scene.
- c) Complete NORTH YARMOUTH FIRE RESCUE incident reports form.
- d) Save and tag all equipment involved.

##### **2. Vehicle Incidents**

If you are involved in an incident involving a NORTH YARMOUTH FIRE RESCUE vehicle, you should:

- a) Leave the vehicle in same location until directed by law enforcement official whether a hazard or non-hazard exists.
- b) Render first aid as required.

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- c) If possible, signal oncoming traffic with flags, markers, etc.
  - d) Notify the local or appropriate law enforcement authorities.
  - e) Notify the office as soon as practical.
  - f) Make no statement to anyone other than law enforcement personnel or NORTH YARMOUTH FIRE RESCUE office personnel.
  - g) Do not attempt to settle an accident, admit fault or responsibility.
  - h) If an unattended vehicle or personal property is involved, try to locate the owner. If unable to locate, leave NORTH YARMOUTH FIRE RESCUE name, address and telephone number, and a description of what happened.
  - i) Follow these procedures no matter how small the incident may appear.
  - j) Complete NORTH YARMOUTH FIRE RESCUE incident reports form.

**3. Completing an incident/illness report**

The following procedures shall be followed when completing NORTH YARMOUTH FIRE RESCUE incident report form. The same form is used when completing personal injury, illness, or vehicle incidents.

- a) All questions, sections, or blanks must be completed. If the blank does not require information, insert N/A.
- b) All reports should contain as much detail about the accident/incident as possible.
- c) Report the facts only, avoid any opinions.
- d) Include a diagram and photographs when appropriate to help explain the accident.
- e) It is the supervisor's responsibility to complete NORTH YARMOUTH FIRE RESCUE incident report and any other reports when appropriate.

**E. INVESTIGATION**

1. All accidents (personal and vehicle) and near miss incidents will be investigated by North Yarmouth Fire Rescue to determine the basic cause and to recommend corrective measures to prevent recurrence.
2. Near Miss Accident – Before the NORTH YARMOUTH FIRE RESCUE can benefit from an accident investigation, we must not forget to examine the importance of the often-overlooked NEAR MISS. The near miss is a warning of impending danger. What generally separates the near miss accident from a serious accident is sheer luck. For every one serious accident, there are 10 minor injuries, 30 incidents of property damage and 600 near misses. Underlying all of these are many factors, including unsafe behavior, inadequate training, faulty equipment, lack of communication or unclear procedures. It is up to the accident investigation to get to the bottom of it.

Supervisors, managers and employees must communicate the serious threat posed by a near miss to all employees and emphasize the importance of reporting them, as minor as they may seem.

We need to examine each incident to find out what the NORTH YARMOUTH FIRE RESCUE could have done better to prepare the employee for the situation that led to the accident.

If we operate in an atmosphere of shared responsibility for everyone's safety, free of blame and punishment for accidents, our success can almost be assured.

Near miss reports and investigations must be completed and turned in for review and actions to be taken, and then they should be documented.

**F. RESTRICTED LIGHT DUTY**

NORTH YARMOUTH FIRE RESCUE hereby extends restricted and/or light duty to those employees released by a physician for their type of work in those cases when it is applicable.