



SECTION 5–INCIDENT / INJURY MANAGEMENT

- 5.1 Incident/Injury Management**
- 5.2 Incident/Injury Investigation**
- 5.3 Incident Investigation Report**

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5.1 INCIDENT / INJURY MANAGEMENT

A. Objective

To provide guidelines for managing incidents and injuries and to comply with all applicable requirements.

B. Scope

All employees.

C. References

Department of Labor, [Occupational Health and Safety Administration \(OSHA\)](#) 29 Code of Federal Regulations 1904, Illinois Department of Labor 820 ILCS 225 Health and Safety Act.

D. Procedure

• LIFE-THREATENING INJURIES

Examples of life-threatening circumstances are severe chest pains, gunshot wounds, severe burns, hemorrhaging, severe head injury, open (compound) fractures, etc.

1. Call **911**, let them know the need for an ambulance.
2. Notify the injured person's supervisor of the incident.
3. If the incident was due to a work-related event the supervisor should complete an Incident/Injury Report and send it to Human Resources - Amanda Duval da25828@harpercollege.edu

• OTHER INJURIES (NON-LIFE-THREATENING)

1. Notify the injured person's supervisor of the incident. (If the supervisor is not available notify Harper Police.)
2. Escort the injured person to Northwest Community Healthcare (NCH) Outpatient Care Center at Harper College in building M.
 - Open Hours:
 - Monday - Thursday: 7 a.m. – 7 p.m.
 - Friday: 7 a.m. – 5 p.m.
 - Saturday & Sunday: 8 a.m. – 2 p.m.
3. For NON-Life-Threatening injuries when NCH in Building M is closed, go to NCH Schaumburg Treatment Center at 519 S. Roselle Road, Schaumburg.
 - Open Hours:
 - Monday – Friday: 7 am to 10 pm
 - Weekend and Holidays: 8 am to 6 pm
 - (Roselle Rd. and Weathersfield Way).
 - Phone Number: 847.985.0600
4. For after hours (10 p.m. – 7 a.m.) go to NCH Emergency Room, 800 W. Central Road, Arlington Heights.
5. If the incident was due to a work-related event the supervisor should complete an Incident/Injury Report and send it to Human Resources, Amanda Duval da25828@harpercollege.edu.

• ALL TYPES OF INJURIES

1. Keep the injured person as comfortable as possible.
2. Do not move the injured person any more than necessary for his/her safety.
3. Never administer liquids to an unconscious victim.
4. Do not remove objects that may be embedded in the injured person's skin.



E. Implementation

Prompt Medical Attention

Prompt and appropriate medical attention is key to injury treatment. If an employee was injured on the job, they should get immediate medical attention. Any injury larger than a "Band-Aid" should receive medical treatment. The employee should first go to NCH Outpatient Care Center at Harper College in Building M. The NCH team can provide immediate treatment or refer the employee to a specialist for treatment. Employees can also go to their primary care physician.

• Incident / Injury Reporting

All employees are responsible for reporting all accidents and near-miss (those unplanned events that do not result in injury, financial loss, or property damage) incidents to their supervisor immediately.

The injured person's supervisor shall fill out an *Incident Investigation Report* (see **Section 5.2** of the *EH&S Manual*). This report shall be sent to Human Resources - Amanda Duval da25828@harpercollege.edu. The Manager of Environmental Health & Safety will be consulted with safety concerns and follow-up on any safety-related corrective action.

• Return to Work Program

A Return-to-Work program is beneficial to both employees and employers; thus, the College will implement a program when deemed prudent to do so as prescribed by a medical professional. If it is determined by a primary care physician and/or NCH that as the result of a work-related injury or illness, an employee is not able to perform his/her normal duties but is able to perform other meaningful tasks, a transitional duty assignment may be provided to the employee. The transitional duty assignment is a short-term assignment until the physician has released the employee to return to their normal duties.

• Workers' Compensation Benefits

If, after initial treatment or examination at NCH, ER or personal physician, the injured employee is authorized to be absent from work and /or will require additional treatment or medical care, he/she may be eligible for certain disability benefits under the Illinois Workers' Compensation and Occupational Diseases Act. This will depend on the authorized absence's length and the nature of employment with the College.

Any follow-up medical/hospital expense incurred by an employee from NCH, his/her personal physician and/or hospital facility for treatment of a work-related injury should be forwarded to Human Resources - Amanda Duval da25828@harpercollege.edu.

Questions regarding Workers' Compensation Benefits should be directed Human Resources.



5.2 INCIDENT / INJURY INVESTIGATION

A. Objective

To determine the circumstances in the workplace that resulted in an incident, injury, or near miss (those unplanned events that do not result in injury, financial loss, or property damage), so that effective corrective action can be taken to prevent recurrence.

B. Scope

All occupational incidents, illnesses, and near misses shall be investigated.

C. Responsibilities

- Employees must immediately report all occupational incidents, illness, and near misses to their immediate supervisor.
- The supervisor of the area in which the incident, illness, or near miss occurred shall ensure a complete and thorough accident investigation is conducted. An *Incident Investigation Report* should be completed, and a copy shall be sent to Human Resources - Amanda Duval da25828@harpercollege.edu
- Human Resources will review the report to ensure completeness, accuracy, follow-up, prevention and to aid in determining benefits.
- Human Resources can assist the supervisor in incident investigation and completing the *Incident Investigation Report* as required.

D. Supervisor's Investigation Procedures

- **GO** to the scene of the accident at once.
- **TALK** with the injured person, if possible. Talk to witnesses. Stress getting the facts, not placing blame or responsibility. Ask open-ended questions.
- **LISTEN** for clues in the conversations around you. Unsolicited comments often have merit.
- **ENCOURAGE** people to give their ideas for preventing a similar accident.
- **STUDY** probable causes, unsafe conditions, unsafe practices.
- **CONFER** with interested people about viable solutions.
- **WRITE** your accident report giving a complete, accurate account of the accident. Do not offer opinions.
- **FOLLOW-UP** to make sure conditions are corrected. If they cannot be corrected immediately, report this to the Manager of Environmental Health & Safety.
- **PUBLICIZE** corrective action taken so that all may benefit from the experience.



E. Completing the Investigation Report

Once the investigation process is complete and the facts are known, prepare the 5.2-Incident *Investigation Report* by filling out these questions:

Report Questions

- **Details**

1. - 14. Are self-explanatory but are important for administrative and follow-up reasons

- **Injury**

15. Incident **Type**: This explains the type of incident being investigated, i.e., fall from ladder, stepped on nail, electrical shock, struck by a vehicle, fire, lifting materials, etc.

16. **Part of Body Injured**: Arm, leg, etc.

17. **Lost Time**: This is the time lost due to an incident where the employee could not return to work immediately.

18. **Incident Treatment**: This is where the employee was sent for treatment.

- **Description**

19. **Describe in complete detail what happened**, ask open-ended investigative questions such as where-when-why-how. Describe the activity the worker was involved in, who else was involved (list witnesses), what materials, equipment or tools were involved (SDS, Serial, and Model Numbers). Describe the type of protective equipment required and how it was actually used.

- **Cause**

20. This is **the most critical question** in the investigation because it identifies the act or condition requiring change that will control recurrence of like accidents. The investigator must get beyond the employee involved and evaluate all management operational controls responsible for the accident.

SPECIAL NOTATION: DO NOT STATE THAT THE INCIDENT WAS A RESULT OF EMPLOYEE CARELESSNESS! SPECIFICALLY DEFINE THE UNSAFE ACT OR CONDITION INVOLVED THAT MAY AT FIRST APPEARS TO BE CARELESSNESS, I.E. DISTRACTION, NOISE STRESS, HEAT, COLD, OR OTHER NATURAL AND UNNATURAL FACTORS.

- **Evaluation**

21. **Violation of Safety Procedures**: List procedures.

22. **Appropriate Personal Protective Equipment**: Describe the type of Personal Protective Equipment.

23. **Training**: Did the employee receive appropriate training prior to the injury? Describe the type of training and date of training received.

- **Correction**

24. Based on the information developed through previous questions, clearly define steps that must be taken to prevent similar accidents in the future and solutions that permanently fix the problem.

- **Routing** - The Supervisor should review the incident investigation report for completeness and accuracy, sign, and date the report, and send a copy to Human Resources - Amanda Duval da25828@harpercollege.edu



5.3 INCIDENT INVESTIGATION REPORT

1. Name of Employee:		2. Home Address:		3. Employee #:	
4. Date of Birth:		5. Gender: ☐ Male or ☐ Female		6. Home or cell#:	
7. Marital Status: ☐ Married, Single ☐ or ☐ Divorced			8. Department:		
9. Classification: ☐ Classified, ☐ Super Con., ☐ IEA/NEA, ☐ ICOPS, ☐ Pro-Tech, Admin. ☐ Faculty ☐ Other					
10. Check: ☐ Part time or ☐ Full time		11. Shift: ☐ 1st ☐ 2nd ☐ 3rd Other: AM/PM To AM/PM			
12. Date of Incident:		Time:		13. Location of Incident:	
14. Was the activity the employee was involved in, part of, or within the employee's regular job duties? ☐ Yes ☐ No ☐ NA					
INJURY 15. Incident type:		16. Body part injured:		17. Did the incident result in lost time? ☐ Yes ☐ No If yes last day worked:	
18. Incident treatment and date (check more than one if necessary):		☐ Health and Psychological Services - Date:		☐ Occupational Clinic –Date:	
		☐ Hospital/ER – Date:		☐ Personal Physician – Date:	
19. DESCRIPTION (Write a detailed description of what and how the incident happened, including witnesses.)					
20. CAUSE (Identify unsafe acts or conditions–contributor factors–base cause–lack of management operational controls)					
21. EVALUATION: Were there any violations of safety procedures? ☐ No ☐ Yes , If yes, explain:					
22. Was appropriate personal protective equipment being worn/used? ☐ NA ☐ No ☐ Yes, If yes, explain: Describe type of equipment:					
23. Did the employee receive appropriate training prior to the injury? ☐ NA ☐ No ☐ Yes Describe Training & Date:					
24. CORRECTION (How could this incident be avoided in the future? Describe changes or improvements in equipment, procedures, training and/or personal protective equipment needed.)					
25. Employee's Signature: Date:			26. Supervisor's Signature: Date:		

Send completed report to Human Resources – Amanda Duval da25828@harpercollege.edu

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