Incident/Accident Reporting

Policy Statement

This policy provides guidance to staff on how to record and report incidents/accidents that occur within the agency.

Procedure

1. When an incident or accident is observed any staff member present will report this to their supervisor first. In extreme emergencies the first call should be to 911, following the current emergency response procedures.
2. Following the initial response and actions taken:
   - ECS staff should …
     - start a timeline documentation that includes times, contacts, conversations, and important details of the incident/accident.
     - Start additional documentation as required by Directors.
   - All other staff should complete an Incident Observation Form.
3. ECS staff should differ to the program Directors regarding next steps.
4. All other staff should submit Incident Observation Forms to their immediate supervisor.
5. When the supervisor receives notification of an incident, they should notify the Department Director and collect any additional Incident Observation Forms necessary based on who witnessed the event.
6. The Supervisor will complete the Incident Report Form on the CEO Intranet, providing key facts/information and attaching any Incident Observation Forms collected.
7. Department Director will immediately notify Chief Human Resources Officer, Chief Operations Officer, or Chief Executive Officer if any emergency or regulatory entity has been contacted.

8. The Administrative staff members who are notified will review the documents and investigate as necessary.
9. All incidents/accident files, outside of staff related accidents, will be maintained in the G:Drive>Incident Reports based on Program/Center.
   - ECS staff will title Incident/Accident folders with child's first initial, child's last name, date of incident. Example: JSmith 2.2.26
   - All other staff will title Incident/Accident folders with type of incident, date of incident. Example: Vehicle Accident 2.2.26 or Customer Incident 2.1.26
   - All documents related to the incident/accident should be maintained in the associated G:Drive folder. Including but not limited to staff statements, doctor's notes, police reports, ECS incident report, notification timeline, manager narrative, LDSS form, OCFS inspections, legal notifications, insurance claim documents, etc.
10. Administrative staff will ensure regulatory entities are notified, if required, within the timeline allotted.
11. Administrative staff will determine if an Incident/Accident Review meeting or other follow up steps are necessary for resolution once the report is received.
12. Each Incident/Accident report will be tracked by the Quality Assurance Director to identify trends and any follow-up necessary to reduce ongoing concerns.

Additional Documents

Located on the Intranet on the Workplace Safety resource page:

Incident Accident Report: [Incident Accident Report | CEO Employee Intranet](#)

Incident Observation Form: [Incident-Observation-Form-Fillable.pdf](#)