



# Incident Reporting and Investigation

*Department of Environmental Health & Safety*

## **Revisions:**

Rev. Date	Change Details	Refer- ce
8/20	Drafted	Not applicable

# **Incident Reporting and Investigation**

## **Table of Contents**

Revisions: .....	2
I. Purpose .....	4
II. Scope .....	4
III. Definitions .....	4
IV. Criminal Activity.....	5
V. Facility Issues.....	5
VI. Near Miss and Safety Concern Reporting .....	5
VII. Chemical Spill or Release .....	5
VIII. Student Injury, Illness or Exposure.....	6
IX. Employee Workplace Injury, Illness, or Exposure .....	6
X. Visitor Injury, Illness or Exposure .....	8
XI. Incident Investigation and Corrective Measures.....	8
Appendix I - CSN Incident Reporting Summary.....	11

# **Incident Reporting and Investigation**

## **I. Purpose**

The Environmental Health and Safety (EH&S) department at the College of Southern Nevada (CSN) is committed to providing a safe environment for all employees, students and guests. This procedure establishes the process for reporting and reviewing of incidents, injuries and near misses. Any investigation of an incident is not intended to place personal blame or fault for any occurrence, rather it is a tool intended to improve the health and safety of all CSN personnel. Investigations provide for the sharing of lesson learned so that reoccurrences can be prevented.

## **II. Scope**

Procedures outlined in CSN's Incident Reporting and Investigation procedure applies to all CSN's community members (students/faculty/staff) and non-CSN affiliates (guests/visitors/contractors), paid and unpaid, who may be involved in an incident, or acquire an injury or illness, in the course of their work or interaction with the college. This procedure outlines steps which must be carried out in the event of an incident.

## **III. Definitions**

**Chemical Release:** when a hazardous chemical leaves your property and enters the environment by way of water, ground or air.

**Chemical Spill:** uncontrolled release of a hazardous chemical, either as a solid, liquid or gas.

**Exposure:** specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties or student's learning.

**Illness:** any disease or period of sickness to the body resulting from exposure. Illnesses include but are not limited to skin diseases or disorders, respiratory disorder, poisoning, or hearing loss.

**Incident:** an unplanned event that results in or could have resulted in personal injury, illness, or property damage.

**Injury:** any wound or damage to the body resulting from an event in the workplace or campus learning environment. Injuries include but are not limited to a cut, abrasion, fracture, burn or sprain.

**Investigation:** systematic review of the incident details to determine causal factors and corrective measures.

**Near Miss:** an unplanned event that did not result in injury, illness or property damage, but had the potential to cause harm given a slight shift in time or position.

## **IV. Criminal Activity**

To report criminal activity, contact [University Police Services](#).

- A. To report a crime in progress, call dispatch at 702-895-3669 from any landline or cellphone or x7911 from any campus telephone.
- B. For non-emergency crime reports, call 702-895-3668 from any landline or cellphone or x7311 from any campus telephone.

## **V. Facility Issues**

To report an unsafe building condition, problems with the building infrastructure or property damage, call x4888 or submit a facilities work request from the [iServiceDesk](#). Individuals can also use the CSN Mobile Safety Application to submit a facilities work request, by selecting “Maintenance Request” from the application.

## **VI. Near Miss and Safety Concern Reporting**

To report near-misses, unsafe conditions/equipment/work habits, or any other safety or compliance issues, complete the [online form](#) on the [EH&S website](#).

## **VII. Chemical Spill or Release**

- A. Chemical spills may occur during the course of normal laboratory activities. In the event of a spill, the individual(s) who caused the spill are responsible for prompt and proper clean-up. The clean-up should only be done by knowledgeable and experienced personnel.
- B. If a spill occurs which is beyond the staff's capacity to deal with effectively, immediately contact EH&S at x7445. If they are not immediately available or the spill occurs after hours, contact University Police Services at 702-895-3669 or x7911 for emergency assistance. Any danger to life or safety should be immediately reported to University Police Services.
- C. Reporting of a spill or release is required when the volume of the chemical exceeds one gallon of liquid or one pound of solid. In addition to this minimum quantity, several other spills must be reported regardless of the quantity:
  - All mercury spills.
  - All uncontrolled compressed gas releases must be reported.
  - Unintentional release of chemical to bare ground, sewer, or surface water.
  - Unintentional release of oil to bare ground or water.

- D. For reportable spills and releases, contact EH&S by phone at x7445 and then complete an [Incident Report Form](#) and forward to [EnvironmentalHealth.andSafety@CSN.EDU](mailto:EnvironmentalHealth.andSafety@CSN.EDU)

## **VIII. Student Injury, Illness or Exposure (On-Campus or Off-Campus at Clinical or Field Site)**

- A. If the injury or illness is life threatening, contact University Police Services if on campus (702-895-3669 or x7911) or if off campus, contact 911 or go to the nearest emergency room.
- B. Students with less serious injuries should refer to their medical provider for further evaluation and treatment.
- C. If the injury is minor and only requires first aid treatment, seek assistance from faculty or staff to obtain supplies from the nearest first aid kit.
- D. Faculty or Staff aware of a student injury or exposure should fill out an [Incident Report Form](#) and forward to [EnvironmentalHealth.andSafety@CSN.EDU](mailto:EnvironmentalHealth.andSafety@CSN.EDU).
- E. Student exposure to another person's blood or body fluids as part of their clinical activities should be reported by the site supervisor or instructor. In addition to the [Incident Report](#), a [Report of Exposure to Bloodborne Pathogens](#) should be filled out and forwarded to [EnvironmentalHealth.andSafety@CSN.EDU](mailto:EnvironmentalHealth.andSafety@CSN.EDU). The student should be referred to their medical provider for further evaluation and treatment following an exposure. For more information, please refer to the EH&S Bloodborne Pathogens Exposure Control Plan.
- F. A student's faculty member or department is responsible for notifying EH&S, 702-651-7445 immediately if there is a student hospitalization or fatality so the appropriate actions can be taken.
- G. If University Police Services records a student injury report, a copy of that report should be forwarded to EH&S.
- H. Student employees injured while working should follow the employee workplace injury process.

## **IX. Employee Workplace Injury, Illness, or Exposure**

- A. All employee injuries, even minor ones should be reported.
- B. The CSN Workers' Compensation Program is administered by the NSHE Business Center South – UNLV Risk Management & Safety. For questions/inquiries contact Michele Washington,

[michele.washington@unlv.edu](mailto:michele.washington@unlv.edu), 702-895-5404 or visit the [Workers' Compensation Program website](#).

- C. The employee's supervisor or department is responsible for notifying EH&S, 702-651-7445, and UNLV Risk Management and Safety, 702-895-5404, immediately if there is an employee hospitalization or fatality so the appropriate actions can be taken.
- D. If University Police Services records an employee injury report, a copy of that report should be forwarded to EH&S.

### **Employee Responsibilities**

1. Seek appropriate medical care.
  - For emergency care, contact University Police Services (702-895-3669 or x7911) or go to the nearest emergency room.
  - For non-emergency care, go to an [approved workers' compensation provider](#).
  - If the injury is minor and only requires first aid treatment, obtain supplies from the nearest first aid kit.
2. Report the injury.
  - Contact your supervisor immediately and report the injury, exposure, or occupational illness.
  - Complete the [C-1 Notice of Injury Form](#) and send to your supervisor for signature.
3. If treatment is received, file a Workers' Compensation Claim.
  - Completion of the [C-1 Notice of Injury Form](#) is the start of the claims process.
  - During your initial medical evaluation, alert the medical staff that your injury/illness is work related.
  - Employees will complete a C-4 form with the medical provider. The medical provider will submit the C-4 to the NSHE Business Center South/UNLV Risk Management and Safety Office.
4. If applicable, follow-up on medical care and modified duty.
  - Notify your supervisor in advance of any medical or therapy appointments.
  - Work within your restrictions if you are on modified duty.
  - Contact your supervisor at least once every two weeks if you are off work.

### **Supervisor Responsibilities**

1. Assist the employee in obtaining the appropriate medical treatment.
  - For emergencies, contact University Police Services (702-895-3669 or x7911) or go to the nearest emergency room.

- For non-emergency care, refer the employee to an [approved workers' compensation provider](#). Transport the employee if necessary.
  - If the injury is minor and only requires first aid treatment, assist providing first aid.
2. Investigate and report the injury/illness.
- Review the [C-1 Notice of Injury Form](#) with the employee and sign it.
  - Investigate the incident and complete the [Supervisor's Investigation Report](#).
    - Forward both forms NSHE Business Center South/UNLV Risk Management and Safety, Claims Administration Coordinator, Michele Washington at [michele.washington@unlv.edu](mailto:michele.washington@unlv.edu) or fax 702-895-5227.
  - Employee injuries involving exposure to another person's blood or body fluids requires an additional [Report of Exposure to Bloodborne Pathogens](#) form. Forward this report to [EnvironmentalHealth.andSafety@CSN.EDU](mailto:EnvironmentalHealth.andSafety@CSN.EDU). For more information, please refer to the EH&S Bloodborne Pathogens Exposure Control Plan.
  - Correct the unsafe work condition when possible.
3. If applicable, follow-up on employee's medical care and modified duty.
- Provide modified duty as appropriate.
  - Contact the employee at least once every two weeks if the employee is off work to determine employee's medical progress.

## X. Visitor Injury, Illness or Exposure

Visitor incidents may occur on campus and can involve members of the public, guests, contractors, and vendors.

- A. If the injury or illness is life threatening, contact University Police Services (702-895-3669 or x7911) or go to the nearest emergency room.
- B. Visitors with less serious injuries should be referred to their medical provider for further evaluation and treatment.
- C. Faculty or Staff aware of a visitor injury or exposure should fill out an [Incident Report Form](#) and forward to [EnvironmentalHealth.andSafety@CSN.EDU](mailto:EnvironmentalHealth.andSafety@CSN.EDU).

## XI. Incident Investigation and Corrective Measures

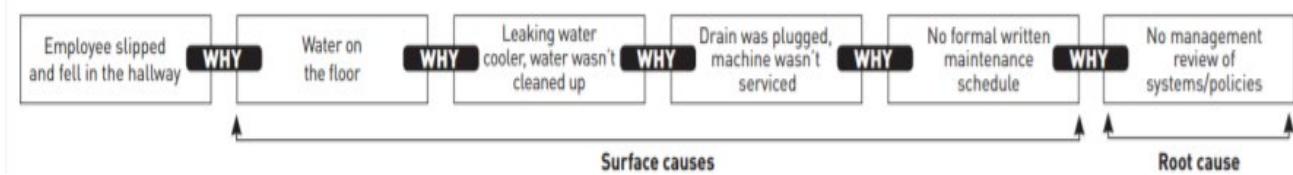
- A. Once EH&S receives a copy of an Incident Report, C-1 Form, Supervisors Investigation Report, and/or Report of Exposure to Bloodborne Pathogens, a review will be conducted. If necessary, EH&S will contact the reporting department for additional information and clarification.

B. EH&S will determine if additional investigations are needed based on the information provided, the incident event and the identified corrective measures. If additional investigations are needed, a review will be scheduled with the involved parties to discuss events, identify root causes and develop corrective actions. The primary purpose of an investigation is to prevent future occurrences, not to place blame and will focus on fact-finding and root causes.

C. For incidents resulting in an employee injury, supervisors are also required to conduct their own investigation and document it on the [Supervisor's Investigation Report](#) and foreword to EH&S. See additional details outlined in Section IX, Employee Workplace Injury, Illness or Exposure.

D. Basic Steps for Conducting an Investigation:

- Secure the scene.
  - This is the beginning of the analysis. The primary goal is to secure the scene as soon as possible in order to prevent further injuries, ensure the well-being of the affected employee, and to protect any critical physical clues from being spoiled.
- Collect the facts.
  - Focus on finding the facts about the event. Remember to gather valid information without drawing conclusions or assigning blame. Document observations. Take photos and check video surveillance if available. Interview employees and witnesses. Review relevant records, such as maintenance, training, policies, procedures, etc.
- Develop the sequence of events.
  - Review and accurately arrange the gathered information to determine the order of events. Constructing an accurate timeline may be critical to an effective analysis. Document what happened before, during and after the event. Arrange this information to accurately determine the order of events.
- Determine potential causal factors.
  - Every incident is caused by a set of contributing factors. These factors represent the surface or root causes that led to the event. The goal is to identify these by analyzing how or why each consecutive event happened. Use the following diagram as an example.



- Recommend or implement corrective measures.
    - Recommendations should be relevant and concise.
    - Identify, either independently or as part of a collaborative effort, and describe the recommended corrective measure(s), who will be responsible for implementation, and the anticipated completion date.
    - Follow up to ensure that the corrective measures are implemented within the appropriate time frame, and incorporated into the appropriate policy, procedure, or safety program in order to prevent future occurrences.
  - Communicate the outcomes of the investigation.
    - Train employees on what changes will be/have been implemented. Share your experience with peers so they, too, may enjoy a safer and more productive work environment.
- E. Investigative findings and any required corrective measures will be documented by EH&S in an investigation report. This report may be sent to department leadership, human resources, executive leadership, risk management, legal counsel, or other departments as required.
- F. Corrective measures will be assigned as necessary to the appropriate personnel (e.g., facilities work orders, department supervisors, employee training). The reporting department will be responsible for implementing the identified corrective measures.
- G. The investigation will be closed once EH&S has been notified that all corrective measures have been completed. EHS may share non-identifiable incident information for data and trend analysis as a means to educate the CSN community and prevent future incidents.

Incident Scenario	Action/Response
Criminal Activity	<ul style="list-style-type: none"> <li>• Contact University Police Services (UPD)</li> <li>• Emergency 702-895-3669 or x7911</li> <li>• Non-Emergency 702-895-3668 x7311</li> </ul>
Facilities Issues (i.e., unsafe building condition, problems with infrastructure)	<ul style="list-style-type: none"> <li>• Call facilities at x4888, submit work request <a href="#">iServiceDesk</a>, or submit via CSN Mobile Safety App</li> </ul>
Near-miss, unsafe conditions/equipment/work habits, or any other safety or compliance issue	<ul style="list-style-type: none"> <li>• Complete online form on <a href="#">EH&amp;S website</a></li> </ul>
Chemical spill over one gallon or one pound	<ul style="list-style-type: none"> <li>• Contact EH&amp;S (x7445) or UPD (x7911) for emergency assistance with cleanup if needed</li> <li>• Submit <a href="#">Incident Report Form</a> to EH&amp;S</li> </ul>
Chemical spill or releases regardless of size/volume: mercury, uncontrolled compress gas release, chemical or oil release to bare ground, sewer, or surface water.	<ul style="list-style-type: none"> <li>• Contact EH&amp;S (x7445) or UPD (x7911) for emergency assistance with cleanup if needed</li> <li>• Submit <a href="#">Incident Report Form</a> to EH&amp;S</li> </ul>
Student injury/illness requiring assistance from emergency medical services (EMS).	<ul style="list-style-type: none"> <li>• Contact UPD at 702-895-3669 or x7911 or go to nearest Emergency Room</li> <li>• Submit <a href="#">Incident Report Form</a> to EH&amp;S</li> </ul>
Student exposure to another person's blood or body fluids as part of their clinical activities	<ul style="list-style-type: none"> <li>• Student reports exposure to faculty or site director</li> <li>• Faculty/department submits <a href="#">Incident Report Form</a> and <a href="#">Report of Exposure to Bloodborne Pathogens</a> to EH&amp;S</li> <li>• Student is referred to medical provider for further evaluation</li> </ul>
Student injury/illness that does not require professional medical attention.	<ul style="list-style-type: none"> <li>• Obtain supplies from first aid kit or refer to medical provider for further evaluation</li> <li>• Submit <a href="#">Incident Report Form</a> to EH&amp;S</li> </ul>
Student employee injury/illness while working at CSN.	<ul style="list-style-type: none"> <li>• Follow employee injury/illness process</li> </ul>
Employee injury/illness that is work related requiring assistance from emergency medical services (EMS).	<ul style="list-style-type: none"> <li>• Contact UPD at 702-895-3669 or x7911 or go to nearest Emergency Room</li> <li>• Employee submits <a href="#">C-1 Notice of Injury Form</a> to supervisor</li> <li>• Supervisor to submits <a href="#">C-1 Notice of Injury Form</a> and <a href="#">Supervisor's Investigation Report</a> to UNLV Risk Management</li> </ul>
Employee injury/illness that is work related that does not require professional medical attention.	<ul style="list-style-type: none"> <li>• Seek appropriate first aid or care at <a href="#">approved workers' compensation provider</a>.</li> <li>• Employee submits <a href="#">C-1 Notice of Injury Form</a> to supervisor</li> <li>• Supervisor to submits <a href="#">C-1 Notice of Injury Form</a> and <a href="#">Supervisor's Investigation Report</a> to UNLV Risk Management</li> </ul>
Employee exposure to another person's blood or body fluids that is work related	<ul style="list-style-type: none"> <li>• Seek care at <a href="#">approved workers' compensation provider</a></li> <li>• Employee submits <a href="#">C-1 Notice of Injury Form</a> to supervisor</li> <li>• Supervisor to submits <a href="#">C-1 Notice of Injury Form</a> and <a href="#">Supervisor's Investigation Report</a> to UNLV Risk Management</li> <li>• Supervisor submits <a href="#">Report of Exposure to Bloodborne Pathogens</a> to EH&amp;S</li> </ul>

Visitor Injury/illness/exposure

- For emergencies, contact UPD at 702-895-3669 or x7911 or go to nearest Emergency Room
- Faculty/Staff submits [Incident Report Form](#) to EH&S

## Appendix I - CSN Incident Reporting Summary