

SECTION 4

INCIDENT & ACCIDENT REPORTING

ACCIDENT REPORTING AND INVESTIGATION

Prompt reporting and treatment of injuries, regardless of severity, is an important means of reducing accidents and managing injuries. Management must be informed so insurance coverage and any appropriate treatment can be arranged.

Non-Vehicle Incidents/Accidents

Employees shall immediately report all incidents or accidents to their supervisors. If this is not possible it shall be reported no later than the next working shift. The following procedures shall be followed for non-vehicle incidents or accidents:

The employee shall immediately report any incident/accident to their supervisor or, if he/she is unavailable, another management person, but in no case later than the next working shift;

The employee shall complete, at the supervisor's request, an incident/accident report immediately or as soon as possible (see Section 4-4);

The facts of the incident/accident shall be kept confidential unless released by the supervisor.

Supervisors shall follow these procedures:

Determine if the incident warrants completion of an Incident/Accident report. (Normally, if there is the potential for a repeat of this incident that could cause damage or injury, an Incident/Accident report should be completed.) Complete the supervisor's portion of the report;

If the accident resulted in serious injury or death the supervisor shall:

1. immediately notify Risk Management;
2. whenever possible go to the accident site to provide assistance where needed; and
3. if the accident resulted in injury to an employee see Section 5 - Claims Management.

If the accident occurs after normal business hours and it involves any of the following, it shall be reported to the Risk Manager immediately through a phone call directly to 503-705-4562 (cell). In the Risk Manager's absence, the call shall be placed to the Human Resources Assistant Director at 971-334-5061.

1. Serious injury or death to a person where the County may be at fault
2. Hospital admission, serious injury or death to a County employee

If the accident involves or might involve damage or injuries to another party, and the other party makes a request to file a Claim with the County or asks for information on how to file a Claim with the County, refer them to the [Public Incident Accident Report](#).

Vehicle Accidents

RISK MANAGEMENT MANUAL

Employees shall immediately report all incidents or accidents to their supervisors. If this is not possible it shall be reported no later than the next working shift. The following procedures shall be followed for vehicle accidents that occur during work hours or in a county vehicle:

If there are injuries, call 9-1-1 immediately;

For a vehicle accident without injuries on a public street, if there is damage and/or someone other than a County employee is involved, the Police Department shall be notified by calling 9-1-1 and the employee shall remain at the scene;

If an employee is injured, the procedures for reporting workplace accidents specified in Section 5 (Claims Management) shall be followed;

The employee shall obtain the name and address of the other party, driver's license number, telephone number, insurance company and policy number if possible, license plate number, names and address of any witnesses;

For an accident occurring during normal work hours, the employee's immediate supervisor shall be notified. For an accident occurring during off-shift hours or weekends, notification shall be based on department-established criteria;

The employee shall complete an incident/accident report immediately or as soon as possible (see Section 4-4);

The employee shall not discuss the accident with anyone other than the Police, his/her immediate supervisor, the division manager, the department director, the Risk Manager or third party claims administrator;

The employee shall be cooperative and courteous, but shall not admit any fault or liability; and

If there is injury or death, or damage appears to be more than \$2,500, or if the Police Department requires it, a DMV Accident Report must be completed

Supervisors shall follow these procedures:

- If the accident resulted in serious injury or death the supervisor shall:
 1. immediately notify Risk Management;
 2. whenever possible go to the accident site to provide assistance where needed;
 3. help the employee complete the necessary forms (incident/accident, DMV report if damage is greater than \$2500 to the County or personal vehicle, or if any vehicle is towed, or there are any injuries); and
 4. complete the supervisor's portion of the report (see Section 4-4 & 4-6); and
- If the accident occurs after normal business hours and it involves the following, it shall be reported to the Risk Manager immediately through a phone call directly to 503-705-4562 (cell). In the Risk Manager's absence, the call shall be placed to the Human Resources Assistant Director at 971-334-5061.
 1. Serious injury or death to a person and the County may be at fault
 2. Hospitalization, serious injury or death to a County employee

If the accident involves or might involve damage or injuries to another party, and the other party makes a request to file a Claim with the County or asks for information on how to file a Claim with the County, refer them to the [Public Incident/Accident Form](#).

RISK MANAGEMENT MANUAL

Visitor Incident/Accident

When a visitor has an accident or incident in or around a County building, these procedures should be followed:

- Be courteous, sympathetic and avoid any argument.
- Refer to supervisor or manager who will:
 - When the injury is serious, call an ambulance. Complete an Incident/Accident report with information concerning the cause of the incident, condition of the visitor and any contributing factors. Notify the Risk Manager.
 - When the injury is slight, have first-aid rendered. If further attention is necessary and the person so desires, have them taken to the closest emergency medical facility. Complete an Incident/Accident report with information concerning the cause of the incident, condition of the visitor and any contributing factors.
 - When a “close-call” occurs (an incident without injury), complete an Incident/Accident report with information concerning the cause of the incident, condition of the visitor and any contributing factors.
- Do not discuss or agree about possible causes of the accident with witnesses or the visitor. Correct the problem which caused the accident as soon as possible.
- Do not discuss insurance or claim settlements with the visitor.
- Do not admit responsibility for the County or indicate the County will pay any medical expenses.
- Do not reprimand employees at the accident scene or discuss the accident with strangers at the time of the accident or later. Refer inquiries to the responsible supervisor/manager, who may then refer them to the County’s Risk Manager.
- Make detailed notes concerning the cause of the accident. Take photographs of the scene if the injury is serious. If possible, take photographs of any injuries.
- If the visitor makes a request to file a Claim with the County or asks for information on how to file a Claim with the County, refer them to the [Public Incident/Accident Form](#).

INCIDENT/ACCIDENT REPORT

The incident/accident report is used to document actual events that have caused property damage, bodily injury and/or liability to the County. Citizens who wish to file a claim against the County will use the public incident report.

The incident/accident report is also used to report a close call, near miss, or potential problem that could have or may expose employees or the County to property damage, bodily injury and/or liability. The incident/accident report should not be used to find fault but as a valuable tool to investigate the underlying cause of a problem and to recommend corrective action to prevent a more serious future occurrence.

- Internal Incident/Accident Report:

RISK MANAGEMENT MANUAL

- <https://live-gov.origamirisk.com/Origami/IncidentEntry/Direct?token=DNtMWu3CO%2Fy23a0TMn2BYJ8VV0oyYYgWmInaSCjXYh186xyB33PkgXJT11neCKy5GmGBsxuqDaAGr8F05gAwquWi%2FSeNNAMVBCyjJSRK9rjm0gf0Yq4tXyQFZAXJrc1g>

The report shall be completed:

- honestly;
- as thoroughly as possible;
- as factually as possible providing the required information for all pertinent questions, leaving blank any questions that are not applicable. (Example: the blanks referring to vehicles would not be completed if the report concerned a muscle sprain that wasn't caused by a vehicle accident.);
- using as much detail as possible (use additional sheets if necessary);and
- refraining from giving opinions or making judgments regarding fault or liability.

Supervisors will:

- ensure an incident/accident report has been completed in a timely manner;
- complete the Supervisor's Report section;
- investigate the incident to determine root cause and contributing causes; and recommend corrective action to prevent reoccurrence;
- ensure the proper reporting has taken place according to the process outlined in the flow chart in Sec 4 – 12; and

RISK MANAGEMENT MANUAL

INCIDENT/ACCIDENT FLOW CHART

Upon notification of an incident or accident that is likely to generate a claim against the County:

- Ensure an I/AR has been completed and the proper reporting has taken place according to the previously-noted guidelines in Section 4.

I/AR FLOW CHART

