

# Elizabeth Richardson Center Procedures for Investigating/Reporting Accidents

## Accident Responsibilities and Investigation Procedures

### Purpose

To respond in a timely manner to accidents and “near misses” that occur during the normal course of business activities at ERC programs and facilities and to investigate such accidents to see if there are safety issues that should be addressed.

### Scope

- This procedure applies to all employees, volunteers, interns and anyone else involved in providing direct support to individuals receiving services at ERC.
- All ERC employees, volunteers and interns will be expected to comply with this procedure.

### Definitions

1. **Accident** – An unforeseen event or circumstance that could cause injury to someone at any ERC facility or program or someone being transported in a vehicle operated by ERC staff. An accident may also cause damage to ERC property. If an accident meets the criteria for a critical incident or sentinel event, please refer to the **“Critical Incident Team & Sentinel Event/Critical Incident Team Procedures”**
  - a. The following are examples of accidents. They include but are not limited to:
    - i. Medication errors
    - ii. Communicable disease
    - iii. Minor injury resulting from seizure
    - iv. Infection control
    - v. Violence resulting in minor injury or property damage
    - vi. Possession of weapon
    - vii. Elopement or wandering for less than 5 minutes
    - viii. Vehicular accidents that did not result in personal injury
    - ix. Biohazard accidents
    - x. Unauthorized possession of licit or illicit substances
2. **Near Misses** – Accidents that almost happened and did not result in injury or damage to property but could have if the situation escalated.
  - a. The following are examples of near misses. They include but are not limited to:
    - i. Threatened violence
    - ii. An individual served trips on a torn carpet or slips on an icy sidewalk but is not hurt. These “near misses” highlight safety issues that need to be addressed.
    - iii. Vehicular accidents that do not cause injury to individuals served or ERC employees or damage to any ERC property.
    - iv. Biohazard accidents that do not cause injury to individuals served or ERC employees or damage to any ERC property.
3. **Critical Incidents** – any act that threatens any ERC individual(s) served, staff, or volunteer and /or includes any situation that requires swift, decisive action involving multiple components in response to and occurring outside of the normal course of routine business activities.
4. For the purposes of ERC policies and procedures, the term “accident” will be used for both accidents and near misses.

# Elizabeth Richardson Center Procedures for Investigating/Reporting Accidents

## Goals

1. To oversee ERC's response to accidents and near misses involving individuals served, staff, volunteers/interns, visitors, ERC property or programs.
2. To review accidents and near misses to prevent similar situations from recurring.

## Response to an accident

1. ERC staff should take immediate action to administer first aid, CPR, or other appropriate response to an injury or illness to an individual served, an employee or anyone else who is at an ERC facility or event.
2. ERC staff should take immediate action to ensure the safety of anyone who may have witnessed or been affected by the accident.
3. The immediate supervisor of the program where an individual is receiving services or the immediate supervisor of the employee involved in an accident is the person responsible for conducting a thorough and complete investigation.
  - a. Investigations will be conducted as soon as possible, but no later than twenty-four (24) hours after the accident.
4. A properly filled out General Event Record (GER) in Therap will ensure that the investigation was complete and accurate. Remember – if it wasn't witnessed – don't put it in Therap. Do not speculate about what might have happened or enter any theories or conjecture.
  - a. Responsibility for completing the GER:
    - i. The staff who actually witnessed the accident.
    - ii. A staff person who enters the information they are told by the staff who actually witnessed the event.
5. Routing Investigation
  - a. The GER is directed to the PD or COO for review and approval.
  - b. The GER is maintained as a permanent record in Therap.
  - c. The safety committee reviews the GER.
  - d. Each person in the review process is responsible for ensuring that a thorough investigation takes place and follow up on corrective action(s) to make sure it is (they are) being followed and that they are effective.
6. GERs will be retained in Therap for a period of twenty-four (24) months or as required by law or directives.

## This procedure supports the following ERC Policy in the Health & Safety section:

### Safety of Persons Served at ERC and Staff

1. To ensure the safety of persons served, staff, volunteers and visitors at all ERC program sites, the Executive Director shall have procedures in place that address various and specific, as well as general safety procedures.
2. These safety procedures should include:
  - a. Building evacuation
  - b. Security
  - c. Vehicle safety
  - d. Medical safety
  - e. Blood-borne pathogens
  - f. Administration of medications
  - g. Severity of illness

# Elizabeth Richardson Center Procedures for Investigating/Reporting Accidents

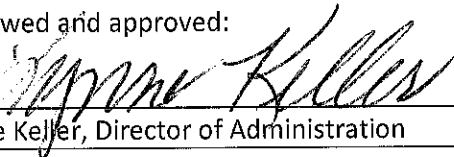
3. These procedures shall assure that the ERC remains in compliance with all state, federal and regulatory licensing requirements.

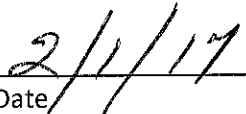
Printing this document may make it obsolete. The latest version will always be on the ERC website at [www.ercinc.org/about/policies](http://www.ercinc.org/about/policies).

## Reviewed / Approved by

- Program Directors and COO reviewed and approved procedure on 3/6/2014.
- Reviewed 6/2015 – no changes.
- Reviewed 8/2016 – no changes.
- Reviewed 2/2017 – no changes.

Reviewed and approved:

  
\_\_\_\_\_  
Lynne Kellar, Director of Administration

  
\_\_\_\_\_  
Date