



PURPOSE

To provide employees with a consistent method of investigating all incidents. Incidents are defined as: all injuries and illnesses, near misses, motor vehicle and equipment damage incidents, non-occupational incidents, property damage and environmental incidents. This program when followed ensures accurate reporting and recording of all incidents to prevent future recurrence.

Employees are required to report all incidents immediately to their supervisor regardless of severity or size of incident.

POLICY

Employee Training on the Job

1. Encourage employees to report all work-related injuries/illnesses no matter how small or insignificant they may seem. It is our goal to keep the small things small.
2. Point out where the name and address of the physician the department uses.
3. Point out where the names and phone numbers of the responsible supervisors to whom injuries should be reported after hours are posted.
4. Explain how employees are to report injuries that occur off-the-job to their supervisor in addition to symptoms related to on-the-job or off-the-job injuries/illnesses that develop after hours.

Handling Accident/Illness Occurring on the Job

1. Primary responsibility for the Supervisor is to get appropriate medical care for the employees as soon as possible. Know ahead of time what you would do for a serious accident, minor accident, or a near miss incident.
2. Immediate notification should be made the On Duty Battalion Chief and Health and Safety Officer (HSO) for all accidents.

Serious Injuries Where Life and Limb is Endangered

1. Avoid any further injury by improper moving and handling. Use an ambulance to transport seriously injured employees.
2. Do a careful scene investigation. Remember that all serious accidents are subject to inspection by government agencies.
3. Notify your supervisor by phone as soon as possible.

Minor Injuries Requiring Medical Treatment

1. If no on-site first aid station is provided, take the employee, or send him/her with another employee (unless the wounds are very minor), to the pre-identified provider for the City of Russellville. After hours go to the predetermined hospital emergency room.
2. Do a thorough scene investigation.

Approved

Fire Chief

1 of 4



Minor Injuries Not Requiring Medical Attention

1. Listen to the employee carefully. Be sympathetic, concerned, fair, and accurate.
2. This incident must also be investigated. This may be a symptom of something very wrong in the work place, which, if caught early, could avoid a serious injury.
3. If you have suspicions, or are not completely satisfied, you have every right and a responsibility to send an employee to the city's pre-identified provider. (Be sure to provide transportation to and from the doctor and on company time.)

Note: All on-duty accidents require an Accident/Injury Form and Worker's Comp Form no later than 24 hours from the date of injury.

Traffic Accidents

1. The term "traffic accidents" used in this policy shall be defined as any and all occurrences in which damage is done to public and/or private property involving fire department vehicular equipment.
2. When damage occurs to public and/or private property such as utility poles, mailboxes, etc., the driver of the involved apparatus shall:
 - a. Stop
 - b. Immediately notify the officer in charge
3. The officer in charge shall notify the dispatcher of the location. The dispatcher shall then notify the police department.
4. The officer in charge shall then advise the driver of the involved apparatus whether he should continue on the response, taking into consideration the urgency of the call. If the call is not urgent, the officer in charge shall request another company to respond.
5. Under no circumstances shall the driver of the involved apparatus continue his response when there are injuries to citizens or fire department personnel.
6. Under no circumstances shall the driver of the involved apparatus continue his response if there is the possibility that a citizen might become injured or further damage might result such as
 - a. A utility pole being broken or falling into the street or surrounding area
 - b. Power lines or gas meters being damaged
 - c. Any objects being left in the path of traffic
7. Under no circumstances shall the involved apparatus continue if another vehicle is involved.

Note: It is suggested that the employee not admit fault in the accident. Employees should tell the truth, but should not say "I am sorry" or "I am at fault."

Phases of an Investigation

Phase I – Communicating/Reporting the Incident: As soon as you learn of an incident, you need to communicate up the chain of command.

Approved

Fire Chief

2 of 4



RUSSELLVILLE FIRE DEPARTMENT
POLICY MANUAL

Policy Number:
Section:
Original Date:
Revised Date:

1. It shall be the responsibility of all personnel to report to the Captain in charge any damage incurred to fire department vehicles, equipment, or stations.
2. It shall be the responsibility of the Captain in charge to make a complete written report of the incident.
3. It shall be the responsibility of the Captain in charge to make a full report to the Battalion Chief concerning the incident.
4. It shall be the responsibility of the Battalion Chief to make a full report to the Chief concerning the incident.
5. At the discretion of the Chief, if negligence is found to be the cause of the incident, personnel responsible may be disciplined accordingly, including paying for replacement or repair costs.
6. Should the incident be of significant damage the Chief shall be notified immediately.

Phase II - Planning: Before rushing into an investigation, a plan is necessary. Some thought should be given to the scope and content of the investigation. The planning process may take a few minutes for a small, routine incident. It may take several hours to weeks for a major crisis. Take as much time as is necessary to prepare for a thorough investigation. Keep in mind, however, that speed is important for getting all the information.

Phase III - Conducting: Working from the plan, the next step is to gather all the information. This means interviewing people, and gathering documents and evidence. The most important point is to be thorough. It also is important to work quickly and efficiently.

Performing Incident Investigations

1. View the location and take pictures if possible. If no camera is available or client won't allow pictures to be taken, then draw a picture of the scene.
2. Interview all witnesses.
 - a. Interview as soon after the incident as possible. The longer the time span between the incident and the interview, the less clear is the recollection.
 - b. When interviewing people, maintain an open mind and self-control. The interviewer's responsibility is to act like a reporter, and simply record what is said rather to assert an opinion or attempt to influence the witness.
 - c. Choose a place to conduct the interview free from distractions and in private. It is preferable to interview witnesses one at a time.
 - d. Know as much about the basic facts as you can before you begin the interviews.
 - e. Take notes of all interviews. Have the witnesses write a statement in their own words and sign the document.
 - f. Do not rush, and ask open ended questions. Remember to use "Who, What, Where, When, Why". Never end an interview without asking the witness "Is there anything else"?
3. Interview the injured employee. Use the same techniques as above for witnesses.

Approved

Fire Chief

3 of 4



RUSSELLVILLE FIRE DEPARTMENT
POLICY MANUAL

Policy Number:
Section:
Original Date:
Revised Date:

Phase IV - Reporting: In this phase, all of the information from the investigation is organized, analyzed, and reduced to a comprehensive report. The written report will be the record of the investigation. The written report and all materials should be submitted as a final report to the HSO and Fire Chief.

Phase V - Analysis and Conclusion: The report is reviewed and decisions are made as to cause, responsibility, correction, future prevention, and impact on policies and procedures.

Approved

Fire Chief