

RISK MANAGEMENT

REPORT A WORK- RELATED INJURY

INTRODUCTION/OBJECTIVES

This document outlines the procedures and responsibilities for reporting injuries, illnesses, accidents and medical emergencies at HCC. Observing the requirements outlined in this document will ensure timely injury/illness reporting and investigation and promote a safe and healthful work environment.

1.0 – REPORT A WORK- RELATED INJURY

3.0 – DEFINITIONS

4.0 – NOTIFICATION PROCEDURES

5.0 – INVESTIGATION GUIDELINES

6.0 – ACCIDENT/INCIDENT REPORT FORMS



1.0 – REPORT A WORK- RELATED INJURY

1.1 - PURPOSE

It is the policy of Houston Community College (HCC) that all accidents or incidents that results in personal injury, illness and/or damage to college property shall be properly reported and investigated. Although accident/incident investigation is a reactive process, a comprehensive accident reporting and investigation process is a proactive measure that can effectively prevent or minimize future accidents/incidents. This operating procedure establishes a systematic process to ensure that accidents are properly reported in a timely manner, that all causes (direct and contributory) are thoroughly identified and that the appropriate corrective actions are taken.

NOTE: THE TEXAS DEPARTMENT OF LABOR AND INDUSTRY CAN ISSUE FINES AND PENALTIES OF UP TO \$10,000 FOR FAILURE TO REPORT INJURIES PROMPTLY AND FAILURE TO REPORT EMPLOYEE ABSENCES DUE TO DISABILITY AS A RESULT OF WORK-RELATED INJURIES PROMPTLY.

1.2 - SCOPE

This operating procedure applies to the reporting and investigation of all incidents that result in:

- A work-related injury and/or illness to any college employee (staff, faculty and students)
- Personal injury and/or illness to non-college personnel while on or using college-owned property
- Damage to college-owned property
- A non-injury event that had the potential to cause harm or damage

2.0 – RESPONSIBILITY

2.1 - DEPARTMENT HEADS, MANAGERS AND/OR SUPERVISORS -- are responsible for:

- Ensuring that all accidents/incidents are properly reported and investigated in accordance with this operating procedure.
- Ensuring that all corrective actions are promptly and completely carried out.

2.2 - EMPLOYEES -- are responsible for reporting any injury/illness work-related accident or non-injury incidents to their manager/supervisor as soon as possible. All accidents/incidents must be reported by no later than the end of the employee's regular work shift.

2.3 - THE OFFICE OF RISK MANAGEMENT AND SAFETY & LOSS (RMSL) -- shall participate in accident investigations either directly or by review of the report as deemed appropriate to the incident. The Risk Manager shall determine the level of participation that is warranted. Risk Management is also responsible for administering the Worker's Compensation benefits program for work-related injuries or illnesses.

3.0 – DEFINITIONS

3.1 - EMPLOYEE

This generally includes faculty, staff, and student employees who are working on paid appointments for the college. It generally excludes students, contractors, consultants, volunteers and non-HCC temporary employees. For specific information on who is considered an employee for Workers' Compensation purposes contact the Risk Management 713 718-8588.

3.2 - SUPERVISOR

An employee designated by management, who exercises major, supervisory functions over another employee or employees. These functions include hiring, evaluating, assigning work, disciplining, and dismissing.

3.3 - MAJOR ACCIDENT

Any injury or illness-related accident that results in:

- a. Death
- b. Amputations involving the loss of bone tissue
- c. Loss of consciousness due to electrical shock, lack of oxygen or chemical exposure
- d. Possible permanent functional impairment of a body part (excluding those resulting from a back strain)
- e. Admission to a hospital (other than 24-hour observation, hernia repair or back strain)

3.4 - MULTIPLE INJURY ACCIDENT

These are accidents or incidents that results in five (5) or more employees being admitted to a hospital or medical treatment facility.

3.5 - RECORDABLE INCIDENT

Any accident/incident that results in:

- a. Medical treatment other than first-aid, (Examples: treatment of an infection, sutures, second or third degree burns, etc.)
- b. Restriction of normal work activities (reduced work activities, or reduced work days)
- c. In days away from work (lost-time)
- d. Any occupational illness

3.6 - FIRST-AID ONLY

Any accident/incident which results in a minor injury that can normally be treated or cared for by the employee and/or his supervisor and does not result in any of the conditions identified in Section 3.5. **(Examples: application of a Band-Aid or antiseptic to a minor cut or scrape).**

3.7 - "NON-INJURY" INCIDENT

An incident that does not result in personal injury, illness or property damage, but had the potential to do so.

4.0 – NOTIFICATION PROCEDURES

4.1 - NOTIFICATION DURING REGULAR WORKING HOURS

Any College employee involved in an accident/incident **during regular working hours** shall:

- a. Report the occurrence to their department manager or supervisor **immediately** if possible, but by no later than the end of the regular work shift.
If the incident only involves first-aid treatment administered by either the employee or his/her manager/supervisor, or is a non-injury incident, the incident shall be documented on the [Employee Accident /Injury Report Form](#).
- b.

If the work-related accident results in injury or illness requiring professional medical treatment, the employee shall be referred to designated medical provider (for locations [CLICK HERE](#)). Contact Risk Management prior to sending injured employee to medical facility. Risk Management will verify employment with the medical facility while the employee is in transit. This will expedite the admission process. Ideally, the employee should provide his or her own transportation to the medical facility. If this is not possible, EMS should be called. Employees that transport an injured employee assume a degree of liability during transport.

- c. If the injury or illness requires emergency medical treatment, contact the HCC Police Department (Ext. 88888) for proper notification of emergency medical services. The dispatch will need the following information from callers: **name, phone number and location, to determine the nature of the emergency and to decide which emergency response teams should be notified.**

NOTE: THE HCC POLICE DISPATCH OFFICE IS OPEN 24 HOURS A DAY, 7 DAYS A WEEK AND WILL BE ANSWERED IMMEDIATELY BY A TRAINED DISPATCHER. PLEASE KEEP IN MIND THAT DIALING 9-1-1 FROM A CELLULAR PHONE WILL PLACE THE CALL TO THE HOUSTON POLICE, NOT TO HCC POLICE.

4.2 - NOTIFICATION AFTER REGULAR WORKING HOURS

Any college employee involved in an accident that results in a work-related injury or illness **after regular working hours** shall report the occurrence to HCC-Police (Ext. 88888) **immediately** if possible, but by no later than the end of the regular work shift. **Failure to properly report an incident can result in disciplinary action and/or denial of benefits.**

The responding HCC Police Officer shall investigate the incident as thoroughly as possible. If the incident/accident involves an HCC employee, the responding police officer shall document the event, including the employee's name, department and the name of the employee's immediate manager/supervisor. Once completed, forward a copy of the [Employee Accident /Injury Report Form](#).

d.

to the Risk Management Department within 24 hours of accident. Accidents occurring on weekends or holidays will be reported the next working day. If the accident requires emergency medical assistance, the HCC-Police Dispatcher shall notify the appropriate emergency medical services.

4.3 - DEATH AND/OR MULTIPLE INJURIES

Any incident that results in death or multiple injuries shall be immediately reported to HCC Police and Risk Management. Risk Management shall be responsible for notifying:

- The Vice Chancellor of Finance and Administration
- The Legal Counsel Department
- Any and all other departments deemed necessary on a need-to-know basis

4.4 - NON-INJURY INCIDENTS

Any incident that does not result in injury or illness, but had the potential to do so, shall be reported to the department manager or supervisor and the manager/supervisor shall document the event on the [Employee Accident /Injury Report Form](#).

The manager/supervisor shall evaluate the incident and take the appropriate action to reduce or prevent recurrence. The manager/supervisor should consult with Risk Management if assistance is required in evaluating and responding to the event.

5.0 – INVESTIGATION GUIDELINES

The investigation team may consist of the following: Supervisors/Managers, Safety and Loss, Risk Management and HCC Police Departments.

5.1 - ACCIDENT SCENE

When possible, the accident scene should be preserved and disturbance of any physical evidence should be prevented until the investigation team arrives. Unless necessary to prevent further damage or injury, clean up or repair activities should commence only after all pertinent information has been collected.

5.2 - WITNESSES

The investigation team shall identify and record the names of all individuals who witnessed the incident. The investigation team may consist of immediate supervisors /managers and representatives from the Safety and Loss, Risk Management and HCC Police Departments. Witnesses may be requested to provide a written statement identifying their account of the accident/incident. Witnesses may be instructed to forward their written statements to Risk Management.

5.3 - PHOTOGRAPHS

When feasible, the investigation team should obtain photographs and or measured diagrams of the accident scene. All photographs and or diagrams shall be forwarded to Risk Management for inclusion as part of the permanent record.

5.4 - QUESTIONING INJURED EMPLOYEES AND/OR WITNESSES

When questioning injured employees or witnesses, the investigator(s) shall stress that the purpose of the investigation team is to identify facts and not to assign fault. At all times the investigation team shall ensure that proper medical treatment and care of any injuries is given priority over questioning of the personnel involved.

5.5 - INVESTIGATION FINDINGS

The investigation team shall identify and record the root and contributory causes of the incident. Upon completion of the investigation, the investigation team will identify the appropriate corrective actions, indicate the personnel responsible for implementing the actions and assign a target completion date.

6.0 – ACCIDENT/INCIDENT REPORT FORMS

6.1 - ACCIDENT/INJURY/REPORT

Department heads, managers and/or supervisors directly responsible for the employee(s) involved in an accident/incident shall:

Complete all sections of the **Accident/Injury Report** provided by Risk Management.

The responsible department head or manager should involve the injured employee and all identified witnesses in the accident investigation and corrective action processes.

The original report forms shall be completed and forwarded to HCC Risk Management within 24 hours after the accident/incident has occurred. If additional time is required to complete the investigation, the manager/supervisor shall notify Risk Management.

6.2 - HCC POLICE REPORT OF ACCIDENT/INCIDENT

Any accident/incident that requires the response of the HCC Police Department and/or any incident that occurs after regular working hours, the responding officer shall:

- Document the accident/incident on the **Injury/Accident Report**. If the incident involves an HCC employee, the report shall include the employee's department and the name of the employee's immediate manager/supervisor.
- Identify any and all witnesses to the incident, providing an address and telephone number where the witness (es) can be contacted by a Risk Management representative.
- Forward a copy of the Police Department Injury/Accident Report form to the Office of Risk Management Department within 24 hours. Accidents occurring on weekends or holidays will be reported the next working day.

Reports should be transmitted to the Risk Management by email or fax.

6.3 - HCC RISK MANAGEMENT

Upon receipt of the HCC Police incident report Risk Management shall:

Contact the employee's manager/supervisor to verify the incident and collect the preliminary information required to establish a Workers' Compensation claim with the designated carrier (if required). The manager/supervisor will be instructed to complete the **Accident/Injury Report** and forward that document along with any additional report forms or documents pertinent to the accident to Risk Management. If necessary, copies of all report forms will be forwarded to the manager/supervisor.

Upon receipt of the completed report forms, contact the college's designated Workers' Compensation insurance carrier to document a valid claim and shall also classify the incident and injury types and record all pertinent medical and treatment information.

Review the investigation findings and propose corrective actions with the affected department's manager/supervisor.

6.4 - RISK MANAGEMENT AND SAFETY AND LOSS SUPPLEMENTAL REPORTS - for all major accidents/incidents (as defined or when requested by the Risk Manager) a supplemental investigation and analysis report maybe required. The report will include professional analysis of the investigation findings and recommendations of corrective actions and any photographs, documents and legal correspondence relevant to the incident.

6.5 -TRAINING (TBA)

Risk Management shall make available, on a regular basis, training on accident investigation techniques and procedures. Managers and supervisors shall be provided training on the claims and benefits process of the Workers' Compensation Program.

6.6 - ATTACHMENTS

[Exhibit A - Employee Accident /Injury Report Form](#)

[Exhibit B - Witness Statement Form](#)

[Exhibit C – Exhibit E –Injury /Accident Report \(HCC Police Only\)](#)

INJURY REPORTING AND INVESTIGATION SUMMARY

- **Notify HCCS Police Department (713-718-8888)**
- Employee reports injury to supervisor and the supervisor completes the [Employee Accident/Injury Report](#)
- **If the Injury is deemed Life-threatening Medical Emergency (i.e., loss of consciousness, severe burn, severe eye injury, extreme bleeding)** - An ambulance service may be contacted for the employee through HCC Police by dial 88888 from any campus phone. This number is staffed 24 hours a day, 7 days a week and will be answered immediately by a trained dispatcher. Please keep in mind that dialing 9-1-1 from a cellular phone will place the call to the Houston Police, not to HCC Police. To call the HCC Police Department Dispatch Center directly, dial 713 718-8888. The dispatch will need the following information from callers: name, phone number and location, to determine the nature of the emergency and to decide which emergency response teams should be notified. Payment for any and all medical services, including ambulance transportation, is the employee's responsibility unless the charges are covered under an appropriately filed, compensable Workers' compensation claim
- Supervisor/Manager forwarded information to Risk Management within 24 hours of the reported injury.
- Upon receipt HCC Workers' Compensation analyst review forms; contact the college's designated Workers' Compensation insurance carrier to document a valid claim and shall also classify the incident and injury types and record all pertinent medical and treatment information.

- The HCC Workers' Compensation analyst faxes and mails a copy of the FROI to WC/ Texas Mutual Insurance Group within 24 hours.

IN CASES OF SEVERE OR QUESTIONABLE LOSSES

- ◆ If the loss is severe or has very questionable circumstances, the Supervisor/Manager contacts Gwen Drumgoole, Risk Manager, for investigation assistance.

MEDICAL CARE

- ◆ If the Supervisor/Manager receives any medical bills from the employee they should forward them on to the Risk Management Department who will forward them on to the WC/ Texas Mutual Insurance Group.

EMPLOYEE RETURNING TO WORK

An employee is required to provide a doctor's release to duty form to his/her immediate supervisor upon returning to work or within 24 hours, whichever is sooner.

NO RELEASE TO RETURN TO WORK

- If the Work Status Report does not return the employee to any form of work, the Supervisor/Manager will immediately contact the HCC Workers' Compensation analyst for assistance. The original Work Status Report should also be sent to the Risk Management Department.
- It is the Supervisor/Manager's responsibility to follow up with the injured employee if they are totally off work.
- If the employee is missing work, the Supervisor/Manager should contact that employee once a week to monitor the situation.

HOUSTON COMMUNITY COLLEGE

CONTACTS

RISK MANAGEMENT

NAME	TITLE	E-MAIL	PHONE
GWENDOLYN DRUMGOOLE	RISK MANAGER	GWEN.DRUMGOOLE@HCCS.EDU	713 -718-5100
GRETCHEN L. JOHNSON	WORKERS' COMPENSATION ANALYST	GRETCHEN.JOHNSON@HCCS.EDU	713 718-8588
ALICE M. LEE	SECRETARY	ALICE.LEE@HCCS.EDU	713-718-5101

HCC POLICE DEPARTMENT

DEPARTMENT		E-MAIL	PHONE
DISPATCH		HCCPOLICE@HCCS.EDU	713 718-8888

SAFETY:

NAME	TITLE	E-MAIL	PHONE
Robert Tribble	Environmental Safety Manager	ROBERT.TRIBBLE@HCCS.EDU	713-718-7561

FLEET COORDINATION:

Name	Title	E-mail	Phone
KENNETH HOYLE	MANAGER, BUSINESS SERVICES	KENNETH.HOYLE@HCCS.EDU	713-718-5106
OTIZ PORTER	VEHICLE SYSTEM COORDINATOR	OTIZ.PORTER@HCCS.EDU	713-718-5230
FLEET MANAGEMENT	GENERAL EMAIL MAILBOX	FLEET.MANAGEMENT@HCCS.EDU	N/A
