

## **COHOES HOUSING AUTHORITY INCIDENT(S) AND CLAIM(S) REPORTING PROCEDURES**

In the event of any significant incident involving personnel employed by or on the property owned by the Cohoes Housing Authority, the incident shall be investigated according to the policies and procedures listed herein:

A “significant” incident shall be defined as: Any incident involving an employee(s) of, or on the property owned by the Cohoes Housing Authority, including, where deemed applicable by the incident investigation team, incidents involving injury to non-authority personnel such as residents or the general public, where there is an injury which requires medical treatment of any party, or where any property is damaged to an extent where the cost of replacement or repair exceeds \$100. This shall include items such as vehicle incidents, power tools or equipment incidents, fire, vandalism, Robbery, violence, and ANY other incident that meets the criteria listed above.

All significant incidents shall be investigated using the relevant standard forms shown as attachments to this policy.

All significant incidents shall be investigated by the incident investigation team, which shall be made up of two persons, the controller and the Maintenance Manager. In the event either of these employees is incapacitated, unavailable or directly involved as a party to the accident or incident, the Executive Director shall name a replacement for the specific investigation.

Where the incident directly involves the Executive Director, the chairman of the Board of commissioners shall assign the members of the incident investigation team. These may be members of the Board and/or staff members of the Cohoes Housing Authority.

The incident investigation team shall, where possible, visit the scene of the accident, interview all parties to the accident, photograph the scene of the accident, interview all witnesses to the accident, obtain copies of any police, fire department or other relevant emergency services reports and any other relevant information. The name, address, telephone number, make of vehicle, physical description and all other relevant information shall be gathered concerning parties and witnesses to the accident.

The following principles shall be followed when gathering information about the incident:

- As soon as the incident is reported, insure that any person(s) needing medical attention receive it, whether it is minor first aid or transport to doctor or hospital.
- After ensuring that medical aid is given where needed, question the persons involved in the incident briefly and accompany them to the scene of the accident. If the injured person(s) are not immediately available, go to the scene of the accident and question witnesses, co-workers, contractors, etc. who may have been involved or witnesses the incident.
- Have the person(s) involved in the incident (wherever possible) recreate or re-enact the incident as closely as possible, making certain the incident will not be repeated in the

process.

- Secure the names of and question all witness. When investigating always make sure you determine the following: who, what where, and how. Take photographs and or videotape the scene and/or the reenactment of the incident.

When dealing with and or questioning persons involved in the incident and or witnesses:

1. Show concern for all injuries, no matter how minor they appear to be.
2. Explain why the investigation is necessary.
3. Use a friendly approach.
4. If possible, discuss the incident at the scene where it occurred.
5. Check your understanding of the story.
6. Listen carefully. Avoid interruptions if possible.
7. Use tact in cleaning up discrepancies in the story of the person(s) being interviewed. Do not challenge his or her version of the incident.
8. Avoid sarcasm, blame, threats, accusations, challenges or other actions that could place the person(s) on the defensive.
9. Ask about ways the incident could have been prevented or avoided.

Keep in contact with any injured persons where possible, especially employees. The employee's supervisor should keep in contact through telephone calls, mail and or personal visits. They should comfort the person, show concern, assure the person that he/she will be all right, and in the case of any employees, that he/she is needed back on the job, that co-workers miss them. Use these opportunities to handle any documents and follow up to the investigation. It should be made clear to the person that things are being taken care of in order to get them back to normal.

Check the surroundings conditions to determine their influence or contribution to the incident. This should include such information as the type of surface and condition, weather conditions, distractions, available lighting, etc.

Obtain information regarding any person(s) who may have contributed to the incident. Where employees are concerned, and from your knowledge or that of the supervisor, determine whether or not the employee received adequate instructions, which, if followed, would have prevented the incident. Also, was the employee previously trained to avoid the specific hazard and was the proper safety equipment being used? If not, why?

It is absolutely vital that you document the investigation completely. Your documentation should include, if injuries have occurred, a completed injury report form and in the case of an employee, the workmen's compensation forms.

The most important part of all incident investigations is: What must and shall be done to prevent a recurrence? Whenever possible, action must be taken at once. Find the cause of the incident and that will determine the necessary prevention measures.

Upon being notified of an incident or claim, the Manager will go to the location and initiate the following procedures:

Survey the scene and request services needed.

Verify and list the actual damages to the claimant's property, or describe injuries alleged.

Attach pictures to document

Complete incident or claim report providing pertinent information

Make no comments as to compensability

Submit report and pictures to the risk control manager

Any incident or claim alleging personal injury should be reported immediately: incident(s) or claim(s) involving damage should be submitted within two working days. Please include all prior work orders not to exceed six months pertaining to incident(s) or claim(s).

Finding of facts should answer the questions who, what, when, where, and why.