Incidents rarely happen from a single, simple cause such as “unsafe action” or “lack of guarding” or “employee not trained”. Incident occurrence often includes a combination of unsafe physical conditions, unsafe actions, inadequate administrative procedures or training and others factors.

Step 4: Development of Corrective Actions

- The main reason for investigating incidents is to prevent or to reduce the potential for recurrence of similar incidents. The intended outcome of an incident investigation is the implementation of specific and effective corrective actions. This means developing good corrective recommendations and then following through with the management to ensure that the appropriate measures are implemented.

- The plan of action developed should contain various physical and administrative control strategies that address the multiple causes uncovered through initial incident fact-finding and analysis. Recommendations may include physical and procedural modifications, training sessions, safety program reforms, personnel improvements, environment changes, personnel protective equipment and administrative control strategies addressing the cause(s). All findings should be documented on the supervisor incident investigation report.

V. TRAINING

Training on Incident Reporting and the basic investigation procedures should be part of the initial training for each new supervisors. The Environmental Health and Safety Office (EH&S) is available to assist in this or any other training by contacting us at 704-687-1111.

VI. Workers’ Compensation

As defined under the North Carolina Workers’ Compensation Act, an injury is covered under workers’ compensation if it was caused by an accident or incident which arose out of and in the course of your employment. The Workers’ Compensation Act does not provide compensation for all injuries by accident. An accident is defined in the law as a separate event preceding and causing the injury. Unless there is an accident, an injury received while performing the regular duties in the usual and customary manner is not compensable.

A Third Party Administrator (TPA) contracted by the State of North Carolina, handles the individual workers’ compensation cases for the University System. The current TPA is CorVel Corporation (CorVel) located in Charlotte, NC.

The TPA is responsible for accepting or denying liability for the State and is responsible for the management of and processing of claims. Additionally, the TPA is responsible to pay for medical benefits and compensation in accordance with the North Carolina Workers’ Compensation Act. The University and the TPA will work to provide the best possible medical care for injured employees to help them reach maximum medical improvement and return to work as soon as possible.

The UNC Charlotte Workers’ Compensation program is administered by the Environmental Health and Safety Office. This program is self insured, which means the University is responsible for paying medical costs, equipment cost and in some cases weekly benefits associated with each work-related injury. As indicated in Workers’ Compensation Policy #101.7 all UNC Charlotte employees are covered under the State Workers’ Compensation program, including full-time faculty, staff, senior administrative officers, part-time employees, student employees, and temporary employees (excluding those contracted through Temporary Agencies). The Workers’ Compensation Employee Handbook can be accessed on the Office of State Personnel website at http://www.osp.state.nc.us/emprsk/wc/handbook/bk-intro.html.
INCIDENT, INJURY AND ILLNESS REPORTING AND INVESTIGATION

I. SCOPE AND PURPOSE

The purpose of this brochure is to provide a information tool to ensure that all incidents, injuries and illnesses are reported in a timely manner and that investigations are completed to prevent reoccurrence. Please reference PIM 26 for more information.

II. RESPONSIBILITIES

Employee
The employee must report the incident to the supervisor or manager as soon as possible. The employee must complete and sign the “Employee Incident Report” and provide all information that will be helpful in reporting and following up on the incident. Any witnesses will need to complete and sign the witness portion of the “Employee Incident Report Form”.

Supervisor/Manager
The supervisor is responsible for enforcing safety and health standards and supplying appropriate equipment and training. Supervisors are responsible for communicating the incident reporting requirements to their employees and taking steps to ensure it is followed.

When incidents are reported they must be investigated by supervisor. This is to ensure:
- Employee receives medical treatment
- Hazards are eliminated as soon as possible
- Timely completion of required forms. Complete the required forms. Forms can be accessed on the EH&S website at: http://safety.uncc.edu/

The “Supervisor’s Incident Investigation Report” is to be signed by the Supervisor and next level manager then forwarded to the Environmental Health and Safety Office (113 King Bldg. Fax 5302).

III. CONDUCTING ACCIDENT INVESTIGATIONS

It is important to investigate the nature of each work-related injury or occupational illness. An incident investigation must consist of more than simply filling out a report form. Actually seeing the location of the occurrence will provide the investigator with important clues about the true cause of the incident. Important points to remember:
- Provide emergency response if needed
- Conduct the investigation at the site where the incident occurred. Take pictures
- Secure the site as soon as possible
- Identify potential witnesses

IV. ACCIDENT INVESTIGATION PROCEDURES

Step 1: Immediate Response

- Employees should notify their supervisor immediately or as soon as possible after an incident has occurred. The supervisor’s first responsibility is to provide medical treatment. The supervisor should consult with the Environmental Health and Safety Office for any assistance needed in the case of uncertainty.
- Any life threatening situations such as chest pain, loss of consciousness, excessive bleeding, sudden weakness, disorientation or cases with questions as to the severity must be reported to UNC Charlotte Police and Public Safety (PPS) immediately at 704-687-2200 or 911 via campus phone. PPS will determine the need for transport to the Emergency Room at University Hospital. This also applies to motor vehicle or transportation accidents.
- The Student Health Center located at Cameron Blvd and Mary Alexander Rd offers treatment for work-related injuries that occur during regular business hours. The center is fully staffed with qualified doctors and provides care for Non-Life-Threatening injuries, such as lacerations, rashes, mild dizziness, sprains, strains, etc. Normal hours are 8a-5:30p and Summer hours 8a-4:00p.

Step 2: Investigation to Get the Facts

- Once the immediate response has been completed, a more complete on-site incident investigation should be conducted. This should be done as soon as possible and before conditions have changed.
- The primary goal for the investigation is to gather as many objective facts as possible about how the incident happened. This can be accomplished by asking the following questions (7 W’s):
  1. What Happened?
  2. When Did it Happen?
  3. Where Did it Happen?
  4. What Caused it to Happen?
  5. Who Was Affected?
  6. Why Did it Happen?
  7. What Can be Done to Prevent Reoccurrence?
- Objective facts are done by talking to the injured person and witnesses, checking relevant records, examining the materials and equipment involved and taking photo of physical conditions, if this is appropriate. When conducting interviews, remember to look for facts, not fault. Ask non-leading questions and try to conduct all interviews privately.

Step 3: Analyze Facts to Determine Causes

- Injured employees and supervisors may contact the Environmental Health and Safety Office at either 704-687-1111 with questions. Hospital (Carolinas Medical Center).
- The supervisor must make sure all appropriate emergency response actions are taken and secure the incident scene to preserve potential evidence if the seriousness of the accident warrants photographs, etc. Immediate evaluation of an incident allows for a clear understanding of all elements that caused the incident.