

Accident / Near Miss Reporting and Investigation							
CITY OF APPLETO	N POLICY	SECTION:	Safety				
ISSUE DATE:	October 2002	LAST UPDATE:	April 2019				
POLICY SOURCE:	Human Resources Department						
POLICY AUDIENCE:							

I. **PURPOSE**

The purpose of this policy is to outline responsibilities and procedures for supervisors and employees when involved in accidents or injuries on work time, prevent future accidents, and to meet both the Wisconsin Department of Safety and Professional Services and State Department of Workforce Development recording record-keeping requirements. In addition, the purpose of this policy is to ensure all near miss incidents are reported, documented, investigated and remediation steps are taken as needed to prevent recurrence.

II. POLICY

The City is committed to working with its employees to provide a safe work environment and to manage and administer claims as a result of City accidents. In order to To prevent future accidents, timely and accurate accident investigations are is essential. This policy provides guidelines for proper investigation. Where applicable, Valley Transit may follow different reporting and investigation procedures as established by Transit Mutual Insurance Corporation of Wisconsin. Failure to follow this policy or filing a false claim may result in disciplinary action, up to and including discharge.

III. PROCEDURES

All City of Appleton employees and volunteers should adhere to the following procedures when an accident, injury or near miss ("incident") accident or injury occurs. All accidents and injuries incidents must be immediately reported to the employee's supervisor and to the Human Resources Department. A supervisor must fully investigate the incident and work with his/her their employee to complete and return the appropriate forms accident reports (Exhibits A and B) and if applicable, any witness reports (Exhibit C), to Human Resources within 48 hours of the incident accident or injury.

Should a supervisor have reasonable suspicion to believe that an employee is under the influence of alcohol or drugs and is involved in any motor vehicle incident, injury to themselves or others, or property/equipment damage, the supervisor should follow the procedures outlined in the City's Drug-Free Workplace policies.

A. Motor Vehicle & Mobile Equipment (e.g., Forklifts, Boats, Mowers, Pay Loaders, Skid Steers, Aerial Lifts, Tractors, etc.) Incidents

1. For only motor vehicle and mobile equipment incidents that occur on public roads, immediately call 911 and report the accident to your supervisor. Do not call 911 for motor vehicle or mobile equipment incidents that occur on private property unless emergency medical treatment is needed for injuries.

- 2. Post-accident Drug/Alcohol Testing Employees who are involved in an incident while operating a motor vehicle or City mobile equipment may be required to submit to testing based on the circumstances.
- 3. The filing of a State Accident Report is at the discretion of the Police Department, per State guidelines.
- 4. Discipline Process for Preventable Motor Vehicle & Mobile Equipment Incidents The following process has been established to ensure a fair and consistent approach when determining preventable and non-preventable vehicle and equipment incidents within our organization.
 - a. Definitions:
 - i. Preventable Incident: An incident that could have been avoided if the driver had exercised reasonable care and followed established safety procedures.
 - ii. Non-Preventable Incident: An incident that occurs due to circumstances beyond the driver's control, such as adverse weather conditions, mechanical failure, or the actions of another driver.
 - b. Determining Preventability: Preventability shall be determined based on whether the driver could have reasonably anticipated and avoided the incident through the exercise of proper care and adherence to established safety protocols. Factors such as driver behavior, adherence to traffic laws and department policies, road conditions, job expectations of the employee, and visibility shall be considered in the determination of preventability.
 - c. Rating System: Incidents shall be categorized into preventable and non-preventable based on the findings of the investigation. A rating system shall be used to assess the severity of preventable incidents and determine the appropriate level of disciplinary action.
 - d. Disciplinary Action:
 - i. Preventable Incidents: The severity of disciplinary action for preventable incidents shall be determined based on the following rating scale:
 - 1. Minor Incidents (Rating 1): Minor incidents resulting in <u>minimal damage (e.g.,</u> small dents, scratches, cosmetic issues, etc.) to either vehicles, mobile equipment, or other property with no injuries. Disciplinary action should include either a documented verbal warning and/or written warning.
 - Moderate Incidents (Rating 2): Incidents causing <u>moderate damage</u> (e.g., larger dents, cracks, broken mirrors or lights, damage to bumpers, etc. that requires more significant body work or replacement of parts) to either vehicles, mobile equipment or other property and/or resulting in minor injuries. Disciplinary action should include a written warning, suspension of driving privileges, and/or mandatory retraining.
 - 3. Major Incidents (Rating 3): Incidents causing <u>significant damage</u> (e.g., key components of the vehicle are affected, such as the engine, transmission, suspension, etc. that often renders the vehicle unsafe or impossible to drive until repairs are made) to either vehicles, mobile equipment, or other property and/or resulting in serious injuries or fatalities. Disciplinary action should include a suspension, termination or suspension of driving privileges, and/or termination of employment.

The specific disciplinary action taken shall be determined based on the severity of the offense, employee's history of preventable accidents, the employee's prior

disciplinary history, and any other mitigating circumstances. Documentation of any disciplinary action taken should be sent to the Human Resources Department.

- ii. Non-Preventable Incidents: Employees involved in non-preventable incidents shall not be subject to disciplinary action, provided they were following all applicable laws, established departmental and City policies at the time of the accident. Nonpreventable incidents may still be subject to review for opportunities to improve safety procedures and prevent future accidents.
- e. Appeals Process: Employees shall have the right to appeal disciplinary actions resulting from preventable incidents through the organization's established grievance procedures.

B. **Injuries to a City Employee**

- When an the injury occurs: the employee shall immediately notify his/her their supervisor. The employee or the supervisor should also contact the appropriate Police Department if the injury is a result of a motor vehicle, violent act, or domestic animal bite.
- If immediate medical attention is needed, call 911 or Gold Cross for non-emergencies (920-727-3034). The employee's supervisor may also provide transportation.
- 3. Fatalities or life-threatening injuries should be immediately reported to the employee's Department Director and Human Resources. To contact the HR Department during normal work hours, call (920) 832-6458. Outside of normal work hours, contact either the Human Resources Director or Human Resources Deputy Director. The Human Resources Department must contact the Wisconsin Department of Safety and Professional Services within 8 hours in the event of any of the following: a) a work-related employee fatality or b) the hospitalization of 3 or more employees due to one single work-related event.
- 4. If immediate medical attention is not needed, the employee may obtain treatment from his/her their choice of medical providers. Employees must have a physician's authorization for time lost due to a work-related injury.
- 5. If medical attention is sought, the employee must submit a return-to-work slip (e.g., Exhibit ∈ E) to their supervisor prior to returning to work.
- 6. If medical attention is not sought, the employee shall log the injury into the department's first aid log, which should be initialed by a supervisor.
- 7. If the incident includes a possible bloodborne pathogens exposure, refer to the City's Bloodborne Pathogen policy.
- 8.-The City has the right to verify an injury/illness through an independent medical exam.

C. Injuries to the Public or Damage to Property Not Owned by the City of Appleton

- 1. All incidents resulting in an injury requiring emergency medical services to any person not employed by the City of Appleton or damage to property not owned by the City of Appleton should be immediately reported to 911, the employee's supervisor and the Human Resources Department.
- 2. Supervisors should take pictures of any physical damage that was caused if possible.
- 3. Employees should not admit liability, discuss City operations or comment on any incident or accident involving members of the public.
- If a citizen wishes to file a claim against the City, he/she they should be directed to the City Clerk's office. The Clerk's office will forward the claim to the Human

Resources Department for follow up and response to the claimant.

D. Damage to City Property or Equipment

City owned automobiles, equipment and other property that are damaged by fire, theft, vandalism, etc., are considered property damage claims. All damage should be reported to the employee's supervisor immediately.

- 1. If vandalism or a theft loss occurs, notify the appropriate Police Department.
- 2. If a fire occurs, notify the appropriate Fire Department.
- 3. Supervisors should take pictures of any physical damage that was caused if possible.
- 4. A minimum of 2 repair estimates will be required if third party automobile repairs are needed and only if the vehicle can be driven under its own power.
- 5. If a third party caused damage to City property, the Human Resources Department will work with the third party's liability insurance company to recover any costs the City incurs. If a third party causes damage to City property through a criminal act, the Human Resources Department will work with the appropriate district attorney's office City Attorney's Office to recover the cost the City incurs. Any monetary recoveries shall be reported to the Human Resources Department and sent to the Finance Department.

E. Near Misses

A near miss is an opportunity to improve health and safety in the workplace based on a condition or an incident with the potential for more serious consequences, including: events were injury could have occurred, but didn't; events where property damage could have resulted, but didn't; or events where potential environmental damage could have resulted, but didn't. An employee who witnesses or experiences a near miss incident should complete the Near Miss Report form (Exhibit F) and submit it to their supervisor. All near miss incidents should be investigated to identify the root cause(s). Investigation results should be used to improve safety systems, hazard controls, risk reduction and to educate employees. All of these represent opportunities for training, feedback on performance, and a commitment to continuous safety improvement. Near miss reporting is required and employees will not be subject to progressive disciplinary measures unless the behavior coincides with one of these serious offenses: intentional breach of safety policies, acts of gross misconduct (e.g. possession of alcohol and/or illicit narcotics during worktime or while operating city vehicles or equipment, etc.) malicious reporting or unsubstantiated allegations against a co-worker, or workplace violence. Near miss reports and their investigations should be reported to Human Resources.

F. **Significant Accidents & Incidents (for non-public safety critical incidents)** For larger accidents and incidents, an accident review team will be created. This team will consist of designated members representing relevant departments and expertise, appointed by the Mayor and/or Human Resources. A coordinator shall be appointed to lead this team and to coordinate all activities related to the accident/incident review. This team shall conduct a thorough investigation of the accident/incident, considering all relevant factors such as human factors, equipment failure, environmental conditions, and organizational processes. The team may request assistance from external experts or consultants, if necessary to ensure a comprehensive analysis. Upon completion of the investigation, the team shall analyze the findings to identify root causes and contributing actions. Based on the analysis, the team shall develop actionable recommendations aimed at preventing recurrence and improving safety performance. A comprehensive report detailing the findings, analysis and recommendations of the incident review will be provided to the Mayor and the applicable Department Director.

IV. RESPONSIBILITIES

A. The Human Resources Department is responsible for:

- 1. The overall coordination of the accident investigation program, including:
 - a. Monitoring and reviewing all investigations to ensure accuracy and prompt response.
 - b. Providing technical assistance to supervisors when needed.
 - c. Offering training for all individuals who conduct incident / near miss investigations and root cause analyses.
 - d. Following up, as needed, to see ensure that recommendations made as a result of an investigation are evaluated and that an appropriate course of action is taken.

B. Each Department Director (or designee) is responsible for:

- 1. Ensuring that an investigation and a root cause analysis is completed for every work injury, accident or near miss that involves his/her their employee(s) and reviewing all investigations to ensure accurate and prompt response.
- 2. Evaluating recommendations that come out of each accident investigation and taking appropriate actions to prevent future accidents.
- 3. Following up to see that corrective action(s) are is implemented.
- 4. Ensuring all City accident investigation forms are completed and submitted within 48 hours to Human Resources.

C. Supervisors are responsible for:

- 1. Promptly reporting all accidents to Human Resources. Contacting Human Resources as soon as possible if a serious accident occurs or if the employee seeks medical treatment or misses work due to an injury sustained on the job.
- 2. Investigating and documenting all accidents properly, including completing and submitting the proper accident report (Exhibit A and B) within 48 hours to Human Resources.
- 3. Complete a root cause analysis of the incident and submitting a completed report (Exhibit D) to both Human Resources and the appropriate Department Director within one (1) week of the incident.
- 4. Obtaining written witness statement(s) (see Exhibit C), when applicable. Witnesses should be given this form immediately after an incident to complete and then returned to the appropriate supervisor. Supervisors may complete this form, on behalf of the witness, if the witness is unable to complete this form.
- 5. Working with the Human Resources Department, the employee and his/her their medical provider to return the employee to work on restricted or full duty.
- 6. Obtaining the employee's completed Return-to-Work Slip (Exhibit € E), for as long as necessary, prior to the employee returning to work. The supervisor should forward this form to Human Resources upon receipt from the employee or employee's physician.

D. Employees are responsible for:

- 1. Reporting all accidents immediately.
- 2. Cooperating fully with a City investigation.
- 3. Complete Exhibit A "Employee's Account" form for all incidents and submit this information to their supervisor in a timely manner.
- 4.—Working with his/her their supervisor to complete and submit the Accident Investigation Report (Exhibits A and B) to Human Resources within 48 hours of the accident or injury.
- 5. Providing a completed Return-to-Work slip (Exhibit ∈ E) to his/her-their supervisor prior to returning to work if he/she they sought medical treatment or missed work due to an accident or injury sustained on the job. If the injury or accident results in an extended absence, the employee is required to keep in contact with his/her-their supervisor and/or HR Generalist to keep the City informed of his/her-their progress and anticipated treatment plan.
- 6. Ensuring that a supervisor initials his/her their first aid log entry if the employee chooses to not seek formal medical treatment.

City of Appleton Incident / Accident Report Form – Employee's Account | Exhibit A

Emp	ployee Name	e (<i>Print</i>):									
Emp	Employee ID: Employee's Department:										
		Type of In	cident / Accide	ent: (heck all that apply below	<u>w)</u>					
	Employee I	Injury Display Injury to Public									
	City Vehicl	le / Equipment / Pro	operty Damage		Public Vehicle / Equip	ment / Property Damag					
Date	e and Time of	of Incident / Accide	ent:								
Loca	ation of Inci	dent / Accident:									
Witi	mess Name(s	s), if applicable:									
Dese	cribe how th	ne incident/accident	occurred (if ad	ditio	al space is needed; use a	separate page):					
Desc	cribe any inj	juries received by th	he employee or	the a	fected public (if applical	ole); be specific:					
Did If "y prov	you (for em yes" respons	ployee injuries only se, I understand that supervisor <u>after eve</u>	y) seek medical I must provide	treat a ret	nent? Yes No rn-to-work certificate si)					
Did If "y prov Nam Nam	you (for em yes" respons vider to my s ne of medica ne of medica	pployee injuries only se, I understand that supervisor <u>after eve</u> al facility: al doctor seen:	y) seek medical I must provide e ry visit .	treat a ret	nent? Yes No rn-to-work certificate si (<i>initial here</i>)	gned by my medical					
Did If "y prov Nam Nam	you (for em yes" respons vider to my s ne of medica ne of medica	pployee injuries only se, I understand that supervisor <u>after eve</u> al facility: al doctor seen:	y) seek medical I must provide e ry visit .	treat a ret	nent? Yes No rn-to-work certificate si	gned by my medical					
Did If "y prov Nan Prov	you (for em yes" respons vider to my s ne of medica ne of medica vide descript	ployee injuries only se, I understand that supervisor <u>after eve</u> al facility: al doctor seen: tion of City vehicled	y) seek medical I must provide e ry visit (s) / property / e	treat a ret	nent? Yes No rn-to-work certificate si (<i>initial here</i>)	gned by my medical dent:					
Did If "y prov Nam Prov Dese prop	you (for em yes" respons vider to my s ne of medica ne of medica vide descript cribe damag perty (if appl at suggested	aployee injuries only se, I understand that supervisor <u>after eve</u> al facility: al doctor seen: tion of City vehicled se to City property (licable); be specific	y) seek medical I must provide e ry visit . (s) / property / e vehicles, equip	treat a ret equip ment	nent? Yes No rn-to-work certificate si (<i>initial here</i>) nent involved in the acci	gned by my medical dent: the affected public's					

Date and Time Signed: _____

City of Appleton Incident / Accident Report Form – Supervisor's Investigation Report | Exhibit B

INSTRUCTIONS:							
	nd equipm	ent (exco	ept for	Valley	Transit) must be reported to CEA (Fax #: 832-5570 or E-		
 Incidents/accidents involving damage to city property should be reported to Dean Gazza (E-mail: <u>Dean.Gazza@appletonwi.gov</u>). 							
 The employee's report form, supervisor's report form and applicable witness statement(s) must be sent to HR (fAX TO 832-5845 or e-mail accidentreporting@appletonwi.gov) and the appropriate Department Director within 48 hours. 							
Employee Name (Print):							
Date of Incident / Accident:							
Date Incident / Accident Reported:	Date Incident / Accident Reported:						
Police Incident # (<i>if applicable</i>)							
$\Box Check here if there were witness (use form under Exhibit B).$	s(es) to th	nis inci	dent/	accid	ent. If so, obtain written witness statements		
				0	this incident/accident. If so, download this		
camera footage and send a copyDid employee seek medical treatment		uman I Yes		No	Where:		
Did employee lose time from work?		Yes		No	Last day worked:		
					addition, label street signs, location of signs attional space is needed; use a separate page.)		
Supervisor (next steps): Complete a needed to be taken to prevent recur		use an	alysi	s and	determine the corrective action(s), if any,		
Employee's Signature					Date		
~							

Witness Name (Print):			
Witness Address:			
Witness Phone:			
Date & Time of Incident/Accident:			
This form was completed by (Print	Nam	e):	
Is witness a City employee?		Yes	□ No
Were you at the accident scene?		Before	e the accident occurred.
		While	the accident was occurring.
		After	the accident occurred.
Please answer the following. If a	additi	onal sp	ace is needed; use the back of this form or additional sheets.
1. Who was involved in the accident?			
2. Describe in detail the events that occurred <u>before</u> the accident as you remember them.			
3. When did the accident happen?			
4. How did the accident happen?			
5. If there were significant factors (e.g., poor weather conditions, equipment malfunction, etc.) that may have contributed to the cause of this accident, list them here.			

(Use back for a diagram, if necessary.)

Signature: _____

INSTRUCTIONS	:						
• All completed root cause analysis reports should be sent to HR (e-mail to: <u>accidentreporting@appletonwi.gov</u>) as well as							
	te Department Director within one (1) week of						
	• Understanding why an accident took place depends upon identifying the factors that contributed to the incident/accident. These factors, better known as root causes, are the underlying reasons why the accident occurred.						
	he root cause(s) is the result of persistently as						
U	lid it happen and what needs to be corrected.		1 C C C C C C C C C C C C C C C C C C C				
	hese areas: equipment/machinery, tools, proce						
Root	cause analysis for (list affected employ						
	Employee Name:	Incident/Accident Dat	<u>e:</u>				
1	Identify system problems that likely co	ontributed to the incident / accident	•				
Management	Management Systems:	Employees Systems:	Employee				
Consider:			Consider:				
Policy enforcement			Procedures followed				
Hazard recognition			Shortcuts taken				
Hazard correction			Properly trained				
Accountability Supervisor training			Experience with task Physically able to do				
Production priority			the work.				
Proper resources			PPE used				
Safety training			Stressful conditions				
Hiring practices Adequate staffing			Safety attitude Distractions				
Adequate starting							
Equipment Consider:	Equipment Systems:	Environment Systems:	Environment Consider:				
Proper tool(s) selection			Workplace layout				
Tool availability			Chemicals used				
Maintenance issues			Temperature Noise				
Visual warnings			Weather				
Adequate guarding			Terrain				
Correct tool use Equipment design			Vibration				
Equipment design			Ergonomics Lighting				
			Ventilation				
			Housekeeping				
			Biological				
Processes Consider:	Process Systems:	<u>Material Systems:</u>	Materials Consider:				
Clear work			Defective materials				
instructions and			Wrong type of				
procedures			material for the job				
Change(s) in process Communication			Not enough raw materials				

City of Appleton Incident / Accident Report Form – Root Cause Analysis | Exhibit D (Page 2 of 2)

	Recommended Corrective	Acti	ons to Prevent Future	Inci	dents (check all that apply):
	Isolate or guard the hazard		Improve lighting		Improve employee orientation / training
	Design out / remove hazard		Develop or revise policy / procedures		Conduct more frequent inspections
	New / different tools or equip		Additional training		Improve prev. maintenance program
	Add signs / warning labels		Improve ventilation		Improve enforcement of procedures
	Install noise engineering controls		Improve job procedures		Conduct toolbox talks/safety briefings
	Reconfigure work area		Obtain new personal protective equipment		Purchase less hazardous chemicals
	Improve housekeeping		Improve ergonomics		Review requirements for job position
	Other:				
	Describe correction	on act	tion(s) that will be take	n to j	prevent recurrence:
	What will be done?		Who will do it?		When will it be done?
1					

Employee Return-to-Work Form | Exhibit E

EMPLOYEE WORK RESTRICTIONS

Patient Name:		
Current Job:		Part Time 🗆 1 st Shift 🗖 Sun. 🗆 Thurs. 🗖
Physician Name (pl	ase print):	Full Time \Box 2 nd Shift \Box Mon. \Box Fri. \Box Seasonal \Box 3 rd Shift \Box Tues. \Box Sat. \Box
Phone:	Fax:	
Date you saw patien	t: Time In: Injury Date:	
Patient Description	of Injury:	Shift Supervisor
Diagnosis:		
Treatment:		
Prescription strengtl	medications ordered: \Box Yes \Box No	
Medications:		
Plan:		
DISPOSITION:	 Patient is unable to work at this time. Recommend his/her return to work with no limitation He/She may return (DATE) with a da and/or with the following limitations until 	ly time limitation of
CHECK ONLY AS	RELATES TO ABOVE CONDITION	
articles as dockets	DRK. Lifting 10 pounds maximum and occasionally lifting and/or carr ledgers, and small tools. Although a sedentary job is defined as one w nount of walking and standing is often necessary in carrying out job du	hich involves N=Never/Not Able F=Frequent up to 30x/hr.

□ LIGHT WORK. Lifting 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may be only a negligible amount, a job is in this category when it requires walking or standing to a significant degree or when it involves sitting most of the time with a degree of pushing and pulling of arms and/or leg controls.

sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

- □ LIGHT MEDIUM WORK. Lifting 30 pounds maximum with frequent lifting and/or carrying of objects weighing up to 20 pounds.
- MEDIUM WORK. Lifting 50 pounds maximum with frequent lifting and/or carrying of objects weighing up to 25 pounds.
- LIGHT HEAVY WORK. Lifting 75 pounds maximum with frequent lifting and/or carrying of objects weighing up to 40 pounds.
- ☐ HEAVY WORK. Lifting 100 pounds maximum with frequent lifting and/or carrying of objects weighing up to 50 pounds.

OTHER INSTRUCTIONS AND/OR LIMITATIONS:

N=Never/Not Able			F=Frequent up to 30x/hr.					
O=Occasional up to 4 times/hr.			C=Constant over 30x/hr.					
Specify Restrictions for 24	4 da	ay						
	Ν	0	F	С				
Sitting/Driving					Lab Work	Yes N	lo	
Standing/Walking								
Climbing					X - Rays	Yes N	lo	
Bending								
Kneeling/Squatting/Crawling								
					R	L	BIL	
Reaching-Horiz./push-pull								
Reaching-Vert./above shoulder								
Gross Handling								
Finger Manipulation								
Single Grasping								
Repetitive Foot Movement								

SCHEDULED APPOINTMENTS:			
Referral Clinic		_ Date:	Time:
□ Referral □ Clinic		_ Date:	Time:
Time Out: • Called Employer Date	Signature		

I hereby authorize my attending physician and/or hospital to release any information or copies thereof acquired in the course of my examination or treatment for the injury identified on this form to my employer or his representative.

PATIENT'S SIGNATURE

Date

PHYSICIAN'S SIGNATURE

Date

Near Miss Incident Report Form | Exhibit F

Instructions: Complete this form to report all near miss events observed or experienced that could have caused an injury, illness, and/or property damage. Some examples of near misses are unsafe conditions (trip hazards in a walkway, etc.) or unsafe acts (improper use of equipment, use of faulty equipment, or not following proper procedures, etc.). Provide as much detail as possible to facilitate a thorough analysis. All information provided in this report will be used solely for the purpose of improving safety measures. Names of individuals are not required but will assist in directing follow-up questions to improve overall safety. Submit this completed from to your immediate supervisor for further action.

Name (optional):	Department:
Date of Incident:	Time of Incident:
Name of witnesses (if any):	
Description of the Near Miss Incident (provide a detail occurred, and any contributing factors or hazards obse	
Describe any immediate actions taken to address the r implemented to prevent recurrence (use the back of th	· · ·
What additional changes or actions do you suggest be the back of this form as necessary)?	taken to prevent this near miss from happening again (use