



Incident Reporting: Communication to Administrative Offices

Incident: any occurrence or event that occurs outside of normal procedure or operations can precipitate a crisis.

Proper communication when an incident occurs is critical. It is critical to those involved, the program/department itself and the overall organization. With proper reporting, we can keep individuals and the organization safe. We need to communicate information to several necessary parties. We can minimize risk, manage stakeholder expectations, minimize negative media attention, manage costs, improve quality of programs, track trends and implement quality systems to reduce future incidents as well as meet program and organization wide reporting requirements.

All forms referenced in this “cheat sheet” are found on the VOACC intranet under “Forms-Incident Reporting.”

Email rules are set up to make sure that your forms get to the correct department and staff members. The SUBJECT LINE information has to be entered exactly as outlined below.

Type of Incident:	Administrative Tasks to be Completed:	Personal Notifications:	Timeframe:
<p align="center">EMPLOYEE INJURY (work related)</p> <p>Involving employees: health and safety injury, accident or an incident in which an injury may later occur. For example, an employee gets hit by a client causing a swollen jaw/broken finger, glass cuts an employee's hand, slip and fall with no obvious injury, etc.</p>	<ol style="list-style-type: none"> 1. Ensure safety and necessary medical treatment for injured employee(s). Call 911 if needed. 2. Offer medical attention no matter how minor (urgent care, ER, etc.) and document employee's response in Workers Compensation Paperwork. Injured employee should not transport themselves to medical care if there is reason for concern. This needs to be supervisor discretion. If there are reasons that you feel it is unsafe, then make arrangements (ambulance, co-worker, their family member) for safe transportation. 3. Complete the Incident Reporting Cover Page and all 3 parts of the Workers Compensation Paperwork: <ol style="list-style-type: none"> a. Employee Statement b. Witness Statement and c. Supervisor Statement. 4. Send cover page and forms via email to incidentreporting@voaches.org. SUBJECT LINE: "Incident Report: Employee Injury" 	<p>Staff members must immediately contact their Supervisor or Director.</p> <p>Director and area VP need to be notified.</p> <p>Area VP needs to be notified and will report directly to the COO and CEO as required.</p> <p>Follow Crisis Communication Guidelines if potential media involvement.</p>	<p>Immediately, as physical safety is established, personal notifications are made.</p> <p>Administrative paperwork is submitted within 24 hours of incident. Supplemental information or attachments can be sent as they are collected and as soon as possible.</p> <p>Follow up communication contact is the Sr. Benefits Manager (Linda Bunn 240-764-2649)</p>

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<p>EMPLOYEE NON WORK MEDICAL EMERGENCY</p> <p>Involving employees: an incident in which medical attention was needed for an employee, but not work related. For example, an employee has a heart related issue and 911 is called. Or an employee faints on the job, medical attention is needed.</p>	<ol style="list-style-type: none"> 1. Ensure safety and necessary medical treatment for affected employee (s). Call 911 if needed. 5. Offer medical attention no matter how minor (urgent care, ER, etc.) and document employee’s response in Workers Compensation Paperwork. Injured employee should not transport themselves to medical care if there is reason for concern. This needs to be supervisor discretion. If there are reasons that you feel it is unsafe, then make arrangements (ambulance, co-worker, their family member) for safe transportation. 6. Complete the Incident Reporting Cover Page and all 3 parts of the Workers Compensation Paperwork: <ol style="list-style-type: none"> a. Employee Statement b. Witness Statement and c. Supervisor Statement. 2. Send cover page and forms via email to incidentreporting@voaches.org. SUBJECT LINE: “Incident Report: Employee Non Work Medical Emergency” 	<p>Staff members must immediately contact their Supervisor or Director.</p> <p>Director and area VP need to be notified.</p> <p>Area VP needs to be notified and will report directly to the COO and CEO as required.</p> <p>Follow Crisis Communication Guidelines if potential media involvement.</p>	<p>Immediately, as physical safety is established, personal notifications are made.</p> <p>Administrative paperwork is submitted within 24 hours of incident. If applicable, supplemental information or attachments can be sent as they are collected and as soon as possible.</p> <p>Follow up communication contact is the Sr. Benefits Manager (Linda Bunn 240-764-2649)</p>

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<p>CLIENT/PERSON SERVED Health and Safety Incidents, Hospitalizations, Injuries, Deaths</p> <p>Incidents involving clients/persons served: health and safety injury, illness requiring emergency medical attention, accident and/or an incident in which an injury may later occur. For example, injury from a physical altercation, a fall, medication error, emergency room visit, 911 calls, etc.</p>	<ol style="list-style-type: none"> 1. Ensure safety and necessary medical treatment. Call 911 if needed. 2. Follow program specific operations for incident reporting: documentation, phone calls/notifications, reporting to external stakeholders, etc. 3. Complete program specific incident report and the Incident Reporting Cover Page. 4. Send the completed program specific incident report and cover page via email to incidentreporting@voaches.org. SUBJECT LINE: "Incident Report: Person Served." 	<p>Staff members must immediately contact their Supervisor or Director.</p> <p>Director and area VP need to be notified.</p> <p>Area VP needs to be notified and will report directly to the COO and CEO as required.</p> <p>Follow Crisis Communication Guidelines if potential media involvement.</p>	<p>Immediately, as physical safety is established, personal notifications are made.</p> <p>Internal administrative paperwork is submitted within 24 hours of incident. Supplemental information or attachments can be sent as they are collected and as soon as possible.</p> <p>Program specific stakeholder requirements for reporting and submitting paperwork are followed, per operational policies.</p>

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<p>VEHICLE ACCIDENT</p> <p>Vehicle accidents, damage to vehicles. Examples: fender benders, backing into a parked car, damage found on vehicles, etc.</p> <p>This procedure is followed when:</p> <ol style="list-style-type: none"> 1. a company owned vehicle is involved 2. a personal vehicle is involved with a person served (client) in the vehicle. <p>This procedure is NOT required when:</p> <ol style="list-style-type: none"> 1. a personal vehicle is involved without persons served/clients. 	<ol style="list-style-type: none"> 1. Ensure safety and necessary medical treatment for injured employee (s) and persons served. Call 911 if needed. 2. Move vehicle to a safe location as far off roadway as possible; stay on the scene and activate hazard warning lights and/or flares. 3. Do not admit fault. 4. Exchange and gather information from other driver(s) involved in the accident. 5. Call Police. File police report. 6. Offer medical attention no matter how minor (urgent care, ER, etc.) and document. 7. Injured employee should not transport themselves to medical care if there is reason for concern. This needs to be supervisor discretion. If there are reasons that you feel it is unsafe, then make arrangements (ambulance, co-worker, their family member) for safe transportation. 8. Once notified, Facility and Fleet Coordinator will notify the insurance company, file the claim, organize repairs/rental cars and follow up with the program/dept. 9. The employee driving needs to complete a Urine Drug Screen within 24 hours, per organization policy. Weekend and After Hours incidents need to complete a Urine Drug Screen by utilizing a local walk in clinic or “Urgent Care” equivalent (i.e. Patient First, Patient Care, etc.). The program or unit will need to pay for the charge with their Pex Card or Company Credit Card. 	<p>Staff members must immediately contact their Supervisor or Director.</p> <p>Director and area VP need to be notified.</p> <p>Call Facility and Fleet Coordinator, (Lionel Gloster 301-832-3553) This includes after office hours (240.459.5733).</p> <p>Employee’s supervisor calls HR Manager/Director;</p> <p>Area VP needs to be notified/will report directly to the COO and CEO as required.</p> <p>Insurance company will be notified by Facility and Fleet Coordinator.</p> <p>Follow Crisis Communication Guidelines</p>	<p>Immediately, as physical safety is established, personal notifications are made.</p> <p>Administrative paperwork is submitted within 24 hours of incident. Supplemental information or attachments can be sent as they are collected and as soon as possible.</p>

<p>VEHICLE ACCIDENT (cont'd)</p>	<p>10. Once notified, HR Manager will call the medical facility to authorize the UDS process. Complete</p> <p>11. VOACC Accident Report Form, the Incident Reporting Cover Page and all 3 parts of the Workers Compensation Paperwork (if employee is involved): a. Employee Statement b. Witness Statement and c. Supervisor Statement.</p> <p>12. Send via email to incidentreporting@voaches.org. SUBJECT LINE: "Incident Report: Vehicle."</p>		
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<p style="text-align: center;">VEHICLE NON-ACCIDENT INCIDENT</p> <p>Examples: damage found on vehicles, unsafe driver reports, Network Fleet Violations (GPS violations).</p>	<p><u>Damage found on Vehicles:</u></p> <ol style="list-style-type: none"> 1. Once notified, Facility and Fleet Coordinator will notify the insurance company, file the claim, organize repairs/rental cars and follow up with the program/dept. 2. Complete VOACC Incident Report Form and the Incident Reporting Cover Page. 3. Send via email to incidentreporting@voaches.org. SUBJECTLINE: "IncidentReport: Vehicle." <p><u>"How's My Driving" Reports:</u></p> <ol style="list-style-type: none"> 1. Facility and Fleet Coordinator accepts the call and will complete VOACC Incident Report Form and the Incident Reporting Cover Page. 2. Facility and Fleet Coordinator will send the report to the Supervisor or Director and will send via email to incidentreporting@voaches.org. SUBJECT LINE: "Incident Report: Vehicle." 3. Once notified, the Supervisor or Director is responsible to investigate and address the report/complaint. <p><u>Network Fleet Violations (GPS):</u></p> <ol style="list-style-type: none"> 1. As pre-defined, Directors and/or VPs are notified via email when there is a Network Fleet Violation from the alert system. 2. All "geo-fence" violations and speeding violations over 20mph will automatically be sent to area VPs and the Incident Reporting email. No additional incident reporting forms are needed from supervisors. 3. However, the Supervisor or Director is responsible to investigate and address all violations. 	<p>If damage related, staff members must immediately contact their Supervisor or Director.</p> <p>If damage related, the Director or Supervisor will call Facility and Fleet Coordinator, (Lionel Gloster 301-832-3553).</p> <p>If damage related, insurance company will be notified by Facility and Fleet Coordinator.</p> <p>Director will notify area VP as required with any of the three scenarios.</p> <p>Area VP will report directly to the COO and CEO, if needed, with any of the three scenarios.</p>	<p>Immediately, as physical safety is established, personal notifications are made.</p> <p>Administrative paperwork is submitted within 24 hours of incident. Supplemental information or attachments can be sent as they are collected and as soon as possible.</p>

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<p>PROPERTY INCIDENTS Physical Plant, Facilities</p> <p>Incidents involving the facility requiring emergency or urgent intervention and/or repair. Examples: bed bugs, fire, weather/natural disaster damage such as a flood or a tree on a roof after a storm, emergency repairs- sewerage, fire, loss of utilities (when it affects program operations), etc.</p>	<ol style="list-style-type: none"> 1. Ensure safety. Call 911 if needed. 2. Once notified, the Facility and Fleet Coordinator will coordinate with the insurance company, file a claim and coordinate repairs. 3. Complete program specific incident report if required by program specific operations OR the VOACC Incident Report Form. 4. Follow program/dept. specific work order protocol. Outline and execute a corrective action process to get the incident resolved or repaired as quickly as possible. 5. Area leadership needs to identify who is financially responsible for the repair, taking in to consideration leased properties vs. owned properties and the details of specific lease agreements. 6. If applicable to your program, follow program specific operations for incident reporting: documentation, phone calls/notifications, reporting to external stakeholders, etc. 5. Complete program specific incident report if required OR the VOACC Incident Report Form. 7. Send the completed incident report and Incident Reporting Cover Page via email to incidentreporting@voaches.org. SUBJECT LINE: "Incident Report: Property." 	<p>Staff members must immediately contact their Supervisor or/Director.</p> <p>Director and area VP need to be notified.</p> <p>Call Facility and Fleet Coordinator (Lionel Gloster 301-832-3553) This includes after office hours (240.459.5733).</p> <p>Area VP needs to be notified and will report directly to the COO and CEO as required.</p> <p>Follow Crisis Communication Guidelines if potential media involvement.</p>	<p>As soon as immediate physical safety is established, personal notifications are made.</p> <p>Emergency work orders need to be done immediately, as physical safety is established, if it jeopardizes health and safety or the operations of the program.</p> <p>Administrative paperwork is submitted within 24 hours of incident. Supplemental information or attachments can be sent as they are collected and as soon as possible.</p>

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<p>SECURITY INCIDENTS</p> <p>Incidents involving a threat to the security of an individual associated with the organization or the organization itself. For example, physical threat, theft, fraud, electronic breeches, credit card abuse, theft of property, HIPAA/Confidentiality breeches, loss of property with client information (laptops, phones, binders, flash drives), etc.</p>	<p><u>If it is Person-Served Related:</u></p> <ol style="list-style-type: none"> 1. Ensure safety. Call 911 if needed. 2. It is the program’s discretion if a police report is filed, following program specific requirements/guidelines. 3. If applicable to your program, follow program specific operations for incident reporting: documentation, phone calls/notifications, reporting to external stakeholders, etc. 6. Complete program specific incident report and the Incident Reporting Cover Page via email to incidentreporting@voaches.org. SUBJECT LINE: “Incident Report: Security.” <p><u>If Employee Related:</u></p> <ol style="list-style-type: none"> 1. Ensure safety. Call 911 if needed. 2. Decision to involve police needs to be escalated to a higher level (Area VP, VP of HR, General Counsel) for a team decision. 3. Complete VOACC Incident Report Form. 4. Send the completed incident report and cover page via email to incidentreporting@voaches.org. SUBJECT LINE: “Incident Report: Security.” <p>General Counsel will notify the insurance company if required.</p>	<p>Staff members must immediately contact their Supervisor or/Director.</p> <p>Director and area VP need to be notified.</p> <p>In cases of potential or actual HIPAA breeches, General Counsel (Dusky Holman 240-764-2660) needs to be notified as the HIPAA Compliance Officer.</p> <p>In cases of a breach in Information Systems such as laptops, phones, email, electronic breeches, etc, the Director of IS needs to be notified.</p> <p>Area VP needs to be notified and will report directly to the COO and CEO as required.</p> <p>Follow Crisis Communication Guidelines if media involvement.</p>	<p>Immediately, as soon as we become aware of the incident and as physical safety is established, personal notifications are made.</p> <p>Administrative paperwork is submitted within 24 hours of incident. Supplemental information or attachments can be sent as they are collected and as soon as possible.</p>

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<p style="text-align: center;">PERSON SERVED/STAKEHOLDER GRIEVANCES and ALLEGATIONS OF ABUSE OR NEGLECT</p> <p>Incidents involving persons served or stakeholders who express actual or perceived grievance arising out of some perceived or actual <u>harm</u> due to some action taken by a VOACC as an organization, a specific staff member or person served by VOACC. This area includes allegations of abuse or neglect.</p>	<p>Persons served shall not be subjected to coercion, discrimination, reprisal, or unreasonable interruption of services for voicing grievances, allegations or recommending changes.</p> <ol style="list-style-type: none"> 1. Follow program specific operations for incident reporting of grievances and allegations: documentation, phone calls/notifications, reporting to external stakeholders, etc. 2. Complete program specific incident report (if applicable) or the VOACC Incident Report and the Incident Reporting Cover Page via email to incidentreporting@voaches.org. LINE: "Incident Report: Grievance Allegation." 3. Upon completion of the investigation, forward the investigation findings/resolution to Quality Assurance unit. <p>General Guidelines/Best Practices:</p> <ol style="list-style-type: none"> 1. Ensure safety. 2. Obtain a written statement of the grievance. 3. Obtain written witness statements, if applicable. 4. Respond to and investigate the grievance. Assign investigator, if applicable. 5. Document findings of investigation and communicate to the person served/stakeholder. 	<p>Staff members must immediately contact their Supervisor or/Director.</p> <p>Director and area VP need to be notified.</p> <p>Program specific protocols should be followed in regard to reporting to external stakeholders.</p> <p>Area VP needs to be notified and will report directly to the COO and CEO as required.</p> <p>Follow Crisis Communication Guidelines if potential media involvement.</p>	<p>Immediately, as soon as we become aware of the grievance and as physical safety is established, personal notifications are made.</p> <p>Administrative paperwork is submitted within 24 hours of incident. Supplemental information or attachments can be sent as they are collected and as soon as possible.</p> <p>Grievances and complaints should be <u>addressed</u> within 24 hours of notification.</p> <p>Investigations should be concluded or <u>resolved</u> within a reasonable timeframe, as soon as possible.</p>

