 CSN Procedure	Facilities Management
Category: Environmental Health and Safety	Effective Date: 10/01/2022
Incident Reporting and Investigation	

I. PURPOSE

This procedure establishes the process for reporting and reviewing of incidents, injuries, and near misses. Any investigation of an incident is not intended to place personal blame or fault for any occurrence, rather it is a tool intended to improve the health and safety of all College of Southern Nevada personnel. Investigations provide for the sharing of lessons learned so that recurrences can be prevented.

II. SCOPE

This procedure applies to all CSN's community members (students/faculty/staff) and non-CSN affiliates (guests/visitors/contractors), paid and unpaid, who may be involved in an incident, or acquire an injury or illness, in the course of their work or interaction with the college. This procedure outlines steps which must be carried out in the event of an incident.

III. DEFINITIONS

Chemical Release: when a hazardous chemical leaves your property and enters the environment by way of water, ground, or air.

Chemical Spill: uncontrolled release of a hazardous chemical, either as a solid, liquid, or gas.

Exposure: specific eye, mouth, other mucous membranes, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties or student's learning.

Illness: any disease or period of sickness to the body resulting from exposure. Illnesses include but are not limited to skin diseases or disorders, respiratory disorder, poisoning, or hearing loss.

Incident: an unplanned event that results in or could have resulted in personal injury, illness, or property damage.

Injury: any wound or damage to the body resulting from an event in the workplace or campus learning environment. Injuries include but are not limited to a cut, abrasion, fracture, burn, or sprain.

Investigation: a systematic review of the incident details to determine causal factors and corrective measures.

Near Miss: an unplanned event that did not result in injury, illness, or property damage, but had the potential to cause harm given a slight shift in time or position.

IV. PROCEDURE

A. CRIMINAL ACTIVITY

To report criminal activity, contact [University Police Services](#).

1. To report a crime in progress, call dispatch at 702-895-3669 from your cellphone or x7911 from any campus telephone.
2. For non-emergency crime reports, call 702-895-3668 from your cellphone or x7311 from any campus telephone.

B. FACILITY ISSUES

To report unsafe building conditions, problems with the building infrastructure, or property damage:

- call Facilities Management during regular business hours (8am-5pm) at 702-651-4888, or
- visit [Facilities Management website](#) to submit a facilities work request through the [iServiceDesk](#), or
- use the [CSN Mobile Safety Application](#) to submit facilities work request by selecting "Maintenance Request" from the application.
- when issues arise after business hours (5pm-8am and weekends) – call University Police Services at 702-895-3669 or x7911.

C. NEAR MISS AND SAFETY CONCERN REPORTING

To report near-misses, unsafe conditions/equipment/work habits, or any other safety or compliance issues, complete the [online form](#) on the [Environmental Health & Safety website](#).

D. CHEMICAL SPILL OR RELEASE

In the event of a small spill, the individual(s) who caused the spill are responsible for prompt and proper clean-up. Clean-up procedures should be performed only by personnel trained in the proper handling of chemicals. Any danger to life or safety should be immediately reported to University Police Services.

- **Small Spills:**
If the identity of the spilled substance is known, only a trained individual can proceed with clean-up procedures. Refer to the Safety Data Sheets for information on proper Personal Protective Equipment and methods and materials used for containment – specifically, sections 2 (Hazard Identification), 6 (Accidental Release Measures), and 8 (Exposure Controls/Personal Protection).
Follow the Large Spills procedure in the event when trained personnel aren't present at the spill area.
- **Large Spills:**
For all major spills which are beyond the staff's capability to deal with effectively, evacuate the area immediately and notify Environmental Health and Safety at 702-651-7445 or University Police Services at 702-895-3669, if after business hours.
- **Reportable Spills and Releases:**
Reporting of a spill or release is required when the volume of the chemical exceeds one gallon of liquid or one pound of solid. In addition to this minimum quantity, several other spills must be reported regardless of the quantity:
 - All mercury spills.
 - All uncontrolled compressed gas releases must be reported.
 - Unintentional release of chemical to bare ground, sewer, or surface water.
 - Unintentional release of oil to bare ground or water.

For reportable spills and releases, contact EHS by phone at x7445 and then complete an [Incident Report Form](#) and forward to ehs@csn.edu

E. STUDENT INJURY, ILLNESS OR EXPOSURE (ON-CAMPUS/ OFF-CAMPUS AT CLINICAL OR FIELD SITE)

1. If the injury or illness is life-threatening, contact University Police Services if on-campus (702-895-3669 or x7911) or if off-campus, contact 911 or go to the nearest emergency room.
2. Students with less serious injuries should refer to their medical provider for further evaluation and treatment.
3. If the injury is minor and only requires first aid treatment, seek assistance from faculty or staff to obtain supplies from the nearest first aid kit.
4. Faculty or Staff aware of a student injury or exposure should fill out an [Incident Report Form](#) and forward it to ehs@csn.edu.

5. Student exposure to another person's blood or body fluids as part of their clinical activities should be reported by the site supervisor or instructor. In addition to the [Incident Report](#), a [Report of Exposure to Bloodborne Pathogens](#) should be filled out and forwarded to ehs@csn.edu. The student should be referred to their medical provider for further evaluation and treatment following exposure. For more information, please refer to the [EHS Bloodborne Pathogens Exposure Control Plan](#).
6. A student's faculty member or department is responsible for notifying EHS immediately if there is a student hospitalization or fatality so the appropriate actions can be taken.
7. If University Police Services records a student injury report, a copy of that report should be forwarded to EHS.
8. Student employees injured while working should follow the employee workplace injury process.

F. EMPLOYEE WORKPLACE INJURY, ILLNESS, OR EXPOSURE

1. All employee injuries, even minor ones, should be reported.
2. The CSN Workers' Compensation Program is administered by the NSHE Business Center South – UNLV Risk Management & Safety. For questions/inquiries contact Risk Management at 702-895-4226 or visit the [Workers' Compensation Program website](#).
3. The employee's supervisor or department is responsible for notifying EHS, 702-651-7445, and UNLV Risk Management and Safety, 702-895-4226, immediately if there is an employee hospitalization or fatality so the appropriate actions can be taken.
4. If University Police Services records an employee injury report, a copy of that report should be forwarded to EHS.

Employee Responsibilities

1. Seek appropriate medical care.
 - For emergency care, contact University Police Services (702-895-3669 or x7911) or go to the nearest emergency room.
 - For non-emergency care, go to an [approved workers' compensation provider](#).
 - If the injury is minor and only requires first aid treatment, obtain supplies from the nearest first aid kit.
 - Note: Employees have 90 days from the date of the incident to file a claim with Workers' Compensation and seek medical treatment.
2. Report the injury.
 - Contact your supervisor immediately and report the injury, exposure, or occupational illness.
 - Complete the [C-1 Notice of Injury Form](#) and send it to your supervisor for signature.
 - Note: Form C-1 (Notice of Injury) must be submitted within 7 days from the date of the injury or within 7 days after knowledge of occupational disease and its relationship to employment is known.
3. If treatment is received, file a Workers' Compensation Claim.
 - Completion of the [C-1 Notice of Injury Form](#) is the start of the claims process.
 - During your initial medical evaluation, alert the medical staff that your injury/illness is work-related.
 - Employees will complete a C-4 form with the medical provider. The medical provider will submit the C-4 to the NSHE Business Center South/UNLV Risk Management Office.
4. If applicable, follow-up on medical care and modified duty.
 - Notify your supervisor in advance of any medical or therapy appointments.
 - Work within your restrictions if you are on modified duty.
 - Contact your supervisor at least once every two weeks if you are off work.

Supervisor Responsibilities

1. Assist the employee in obtaining the appropriate medical treatment.
 - For emergencies, contact University Police Services (702-895-3669 or x7911) or go to the nearest emergency room.
 - For non-emergency care, refer the employee to an [approved workers' compensation provider](#). Transport the employee if necessary.
 - If the injury is minor and only requires first aid treatment, assist providing first aid.
 - Note: Employees have 90 days from the date of the incident to file a claim with Workers' Compensation and seek medical treatment.
2. Investigate and report the injury/illness.
 - Review the [C-1 Notice of Injury Form](#) with the employee and sign it.
 - Note: Form C-1 (Notice of Injury) must be submitted within 7 days from the date of the injury or within 7 days after knowledge of occupational disease and its relationship to employment is known.
 - Investigate the incident and complete the [Supervisor's Investigation Report](#).
 - Forward both forms to UNLV Risk Management and Safety:
 - via an [Encrypted Email](#) (create a new email and be sure to type in [ENCRYPT] at the beginning of the subject line) to workerscompforms@unlv.edu
 - via [UNLV Secure File Transfer](#) to workerscompforms@unlv.edu
 - Fax to 702-895-5227
 - It is important to securely email any document containing HIPAA and PII information, including Form C-1.
 - Employee injuries involving exposure to another person's blood or body fluids require an additional [Report of Exposure to Bloodborne Pathogens form](#). Forward this report to ehs@csn.edu. For more information, please refer to the EHS [Bloodborne Pathogens Exposure Control Plan](#).
 - Correct the unsafe work condition when possible.
3. If applicable, gather witness statements.
 - If there are witnesses, complete a [Workers Compensation Witness Report Form](#) and email it to workerscompforms@unlv.edu. Include the injured employee and witness names in the email.
4. If applicable, follow-up on the employee's medical care and modified duty.
 - Provide modified duty as appropriate.
 - Contact the employee at least once every two weeks if the employee is off work to determine the employee's medical progress.

G. VISITOR INJURY, ILLNESS, OR EXPOSURE

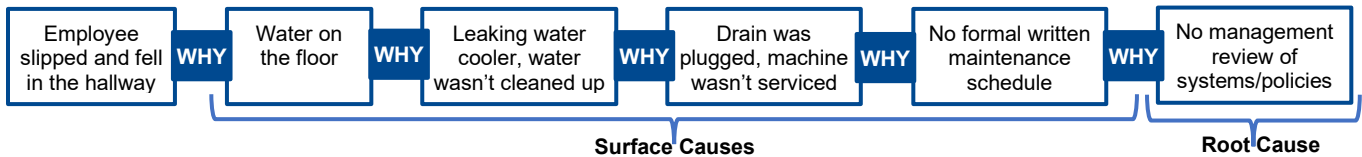
Visitor incidents may occur on campus and can involve members of the public, guests, contractors, and vendors.

1. If the injury or illness is life-threatening, contact University Police Services (702-895-3669 or x7911) or go to the nearest emergency room.
2. Visitors with less serious injuries should be referred to their medical provider for further evaluation and treatment.
3. Faculty or Staff aware of a visitor injury or exposure should fill out an [Incident Report Form](#) and forward it to ehs@csn.edu.

H. INCIDENT INVESTIGATION AND CORRECTIVE MEASURES

1. Once EHS receives a copy of an Incident Report, C-1 Form, Supervisors Investigation Report, and/or Report of Exposure to Bloodborne Pathogens, a review will be conducted. If necessary, EHS will contact the reporting department for additional information and clarification.

2. EHS will determine if additional investigations are needed based on the information provided. If additional investigations are needed, a review will be scheduled with the involved parties to discuss events, identify root causes and develop corrective actions. The primary purpose of an investigation is to prevent future occurrences, not to place blame and will focus on fact-finding and root causes.
3. For incidents resulting in an employee injury, supervisors are also required to conduct their own investigation and document it on the [Supervisor's Investigation Report](#) and forward to EHS. See additional details outlined in Section F, Employee Workplace Injury, Illness or Exposure.
4. Basic Steps for Conducting an Investigation:
 - Secure the scene.
 - This is the beginning of the analysis. The primary goal is to secure the scene as soon as possible in order to prevent further injuries, ensure the well-being of the affected employee, and to protect any critical physical clues from being spoiled.
 - Collect the facts.
 - Focus on finding the facts about the event. Remember to gather valid information without drawing conclusions or assigning blame. Document observations. Take photos and check video surveillance if available. Interview employees and witnesses. Review relevant records, such as maintenance, training, policies, procedures, etc.
 - Develop the sequence of events.
 - Review and accurately arrange the gathered information to determine the order of events. Constructing an accurate timeline may be critical to an effective analysis. Document what happened before, during and after the event. Arrange this information to accurately determine the order of events.
 - Determine potential causal factors.
 - Every incident is caused by a set of contributing factors. These factors represent the surface or root causes that led to the event. The goal is to identify these by analyzing how or why each consecutive event happened. Use the following diagram as an example.



- Recommend or implement corrective measures.
 - Recommendations should be relevant and concise.
 - Identify, either independently or as part of a collaborative effort, and describe the recommended corrective measure(s), who will be responsible for implementation, and the anticipated completion date.
 - Follow up to ensure that the corrective measures are implemented within the appropriate time frame, and incorporated into the appropriate policy, procedure, or safety program in order to prevent future occurrences.
 - Communicate the outcomes of the investigation.
 - Train employees on what changes will be/have been implemented. Share your experience with peers so they, too, may enjoy a safer and more productive work environment.
5. Investigative findings and any required corrective measures will be documented by EHS in an investigation report. This report may be sent to department leadership, human resources, executive leadership, risk management, legal counsel, or other departments as required.
 6. Corrective measures will be assigned as necessary to the appropriate personnel (e.g., facilities work orders, department supervisors, employee training). The reporting department will be responsible for implementing the identified corrective measures.
 7. The investigation will be closed once EHS has been notified that all corrective measures have been completed. EHS may share non-identifiable incident information for data and trend analysis as a means to educate the CSN community and prevent future incidents.

Appendix A – CSN Incident Reporting Summary

Incident Scenario	Action/Response
Criminal Activity	<ul style="list-style-type: none"> Contact University Police Services (UPD) <ul style="list-style-type: none"> • Emergency 702-895-3669 or x7911 • Non-Emergency 702-895-3668 or x7311
Facilities Issues (i.e., unsafe building conditions, problems with infrastructure)	<ul style="list-style-type: none"> Contact Facilities Management (M-F, 8am-5pm) <ul style="list-style-type: none"> • call 702-651-4888 or x4888 • submit work request online at iServiceDesk • submit Maintenance Request via CSN Mobile Safety Application After business hours (after 5 pm, before 8 am, weekends) <ul style="list-style-type: none"> • call University Police Emergency Services at 702-895-3669 or x7911
Near-miss, unsafe conditions/equipment/work habits, or any other safety or compliance issue	Complete online form on EHS website
Chemical spill over one gallon or one pound	<ul style="list-style-type: none"> • Contact EHS at 702-651-7445 or UPD at 702-895-3669 or x7911 for emergency assistance with cleanup • Submit Incident Report Form to EHS
Chemical spill or releases regardless of size/volume: mercury, uncontrolled compress gas release, chemical or oil release to bare ground, sewer, or surface water	<ul style="list-style-type: none"> • Contact EHS at 702-651-7445 or UPD at 702-895-3669 or x7911 for emergency assistance with cleanup • Submit Incident Report Form to EHS
Student injury/illness requiring assistance from emergency medical services (EMS)	<ul style="list-style-type: none"> • Contact UPD at 702-895-3669 or x7911 or go to nearest Emergency Room • Submit Incident Report Form to EHS
Student exposure to another person's blood or body fluids as part of their clinical activities	<ul style="list-style-type: none"> • Student reports exposure to faculty or site director • Faculty/department submits Incident Report Form and Report of Exposure to Bloodborne Pathogens to EHS • Student is referred to medical provider for further evaluation
Student injury/illness that does not require professional medical attention	<ul style="list-style-type: none"> • Obtain supplies from first aid kit or refer to medical provider for further evaluation • Submit Incident Report Form to EHS
Student employee injury/illness while working at CSN.	Follow employee injury/illness process
Employee injury/illness that is work related requiring assistance from emergency medical services (EMS)	<ul style="list-style-type: none"> • Contact UPD at 702-895-3669 or x7911 or go to nearest Emergency Room • Employee submits C-1 Notice of Injury Form to supervisor • Supervisor submits C-1 Notice of Injury Form and Supervisor's Investigation Report to UNLV Risk Management (within 7 days from the date of the incident)
Employee injury/illness that is work related that requires professional medical attention	<ul style="list-style-type: none"> • Seek appropriate first aid or care at approved workers' compensation provider. • Employee submits C-1 Notice of Injury Form to supervisor • Supervisor submits C-1 Notice of Injury Form and Supervisor's Investigation Report to UNLV Risk Management (within 7 days from the date of the incident)
Employee injury/illness that does not require professional medical attention	<ul style="list-style-type: none"> • Obtain supplies from first aid kit • Employee submits C-1 Notice of Injury Form to supervisor • Supervisor submits C-1 Notice of Injury Form and Supervisor's Investigation Report to UNLV Risk Management (within 7 days from the date of the incident)
Employee exposure to another person's blood or body fluids that is work related	<ul style="list-style-type: none"> • Seek care at approved workers' compensation provider • Employee submits C-1 Notice of Injury Form to supervisor • Supervisor submits C-1 Notice of Injury Form and Supervisor's Investigation Report to UNLV Risk Management (within 7 days from the date of the incident) • Supervisor submits Report of Exposure to Bloodborne Pathogens to EHS
Visitor Injury/illness/exposure	<ul style="list-style-type: none"> • For emergencies, contact UPD at 702-895-3669 or x7911 or go to nearest Emergency Room • Faculty/Staff submits Incident Report Form to EHS

Appendix B – NSHE (South) incident Reporting Procedures



INCIDENT REPORTING PROCEDURES FOR BODILY INJURY AND PROPERTY INCIDENTS

All bodily injury and property incidents should be reported to BCS/RMS (Business Center South-Risk Management and Safety) as soon as possible. Claims are handled by the BCS/RMS. Use the following guidelines to complete the incident reporting process.

Contact UNLV Police Dispatch:

1. Secure the area and make sure it is safe for you and others in your immediate surroundings.
2. Notify your supervisor.
3. Provide comfort. If there are any bodily injuries, ask if they need any medical assistance or an ambulance.
4. Contact UNLV Police Dispatch by dialing 702-895-3669 from your mobile phone, 911/311 from any campus landline, or on the Rebel Safe application.
5. When speaking to dispatch, stay calm, describe the circumstances clearly, and note your location.
6. Follow the instructions of the dispatcher or first responder. Do not hang up unless you are asked to.

Document the incident:

1. Witnesses – Obtain their full name and contact information (telephone number, email address, and home address).
2. Ask “Who”, “What”, “Why”, “When”, “Where” from the witnesses and the injured party. Make sure your writing is legible, and state only facts (no opinions). Do not draw any conclusions.
3. Take photos of the surrounding area and any other items pertinent to the incident. For example, if the incident was a slip, trip, and fall, Take a photo of the bottom of their shoes.
4. Secure evidence in a safe area. Keep evidence separated from other equipment. DO NOT throw away any evidence. Evidence can also be emails. DO NOT delete these.
5. Fill out the Incident Report form legibly. The form is located at: https://rms.unlv.edu/insurance-and-claims/insurance/incident_report.pdf

Contact Risk Management and Safety (RMS):

1. Contact RMS as soon as possible at 702-895-4226 and describe what happened. Leave your contact information.
2. Submit the Incident Report and supporting documents to RMS via email, in person drop off at CSB 119, or RMS mailstop 1042.
3. Let RMS know the location of any evidence for preservation purposes.
4. Do not imply or lead the affected party to believe UNLV will cover damages or any costs. Refer the party to BCS/RMS if they have any additional questions.

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Business Center South/Risk Management & Safety
4505 Maryland Parkway, Box 451042 Las Vegas, Nevada 89154-1042
Office: (702) 895-4226/Direct: (702) 895-5735
FAX (702) 895-4690

Appendix C – UNLV RMS Workers' Compensation Flow Chart

Workers' Compensation Flow Chart

**Contact Risk Management and Safety if assistance is needed at 702-895-4226,
 Fax: 702-895-5227 Email: workerscompclaims@unlv.edu website: rms.unlv.edu**

