SAFETY POLICY

PERSONAL INJURY AND

WORKERS’ COMPENSATION PROCEDURE



December 14, 2018

**1.0 INTRODUCTION**

# It is the policy of the Division of Parks and Recreation (DPR) that all accidents or incidents that result in personal injury shall be properly reported and investigated.

# **2.0 PURPOSE**

# This program has been established to:

* Provide a systematic process to ensure that accidents/incidents are properly reported.
* Ensure proper documentation is provided in a timely manner.
* Ensure regulatory compliance and reduce future accidents/incidents.

**3.0 SCOPE**

This procedure applies to the Division of Parks and Recreation. This program applies to all permanent, probationary, temporary, trainee, and seasonal employees, volunteers, and community service workers who are injured during the performance of their duties. This policy applies to the reporting and investigating of all DPR work-related injuries.

\*Note: This procedure does not apply to reporting of damaged DPR-owned property/equipment, damage to non-DPR property/equipment, or personal injury to anyone other than permanent, probationary, temporary, trainee, and seasonal employees, volunteers, and community service workers. A PR-63 North Carolina State Parks Case Incident/Investigation Report and SBI-78 State Property Incident Report will be completed in these cases.

**4.0 DEFINITIONS**

**Incident -** An accident which resulted in personal injury, damage to property, or loss of production.

**Near Miss -** A hazardous condition or event that could have resulted in an actual incident involving injury or property loss if the timing or location shifted slightly.

**Workers’ Compensation Administrator (WCA) -** The employee who has been assigned Workers’ Compensation responsibilities for DPR.

**5.0 RESPONSIBILITIES**

**DPR Administration and Section Chiefs**

1. Ensure that all accidents/incidents are properly reported and investigated in accordance with the operating procedures.
2. Ensure that all corrective actions are promptly and completely carried out.
3. Designate employees responsible for the implementation of this program.
4. Actively support this program to demonstrate overall safety culture development.
5. Ensure Adequate funding is available to support all mandatory aspects of this Program.

**DPR Safety Consultant**

1. At the direction of the Chief of Operations, will either conduct or delegate the investigation of all incidents and near misses.
2. Notify the DPR Chief of Operations and the DNCR Safety Director if further assistance is needed in the investigation process.
3. Monitor the results of the program and determine additional areas of focus that are needed.

**Supervisors**

1. Acknowledge responsibility and accountability for the health and safety of DPR employees.
2. Use the **Supervisor Incident Investigation Report** to document the details of an incident or near miss.
3. Submit the appropriate reports and forms to the Workers’ Comp Administrator.
4. Ensure that all subordinate employees have received appropriate Safety and Health training.
5. Implement corrective actions and ensure they are completed through active follow-up in a timely manner.

**Employees**

1. Obtain appropriate first aid or medical treatment immediately if an incident occurs involving personal injury.
2. Immediately report any incident or near miss to supervisor.
3. Complete the **Employee Incident Report** and give it to the supervisor immediately, if possible, or no later than 24 hours after the incident.
4. Actively participate in the investigation process to help determine hazards and appropriate corrective actions.

**Workers’ Compensation Administrator (WCA)**

1. Liaison to ensure Office of State Human Resources requirements are being met.
2. Review workers’ compensation submissions for completion and accuracy.
3. Submit reports and statements to third party administrator within one day of receiving workers’ compensation submissions.
4. Point of contact for Workers’ Compensation third party administrator.

**6.0 POLICY/PROCEDURE**

**Accident/Injury Response**

Immediately upon notification of any injury to an employee while performing job duties, the manager/supervisor of the injured/involved employee will:

1. Ensure all injured employees receive necessary medical attention.
2. Ensure that no other employees can be injured from the condition and that damage is not continuing.
3. Investigate the accident and/or injury.

\*Note – Serious injuries including fatalities, amputation, loss of one or both eyes and hospitalization of personnel will be reported in accordance with DPR staff directive 16-03. (Appendix B).

**Investigation**

All accidents involving personal injury to applicable staff will be investigated in accordance with [OSHR’s Incident Investigation and Reporting Program](https://files.nc.gov/ncoshr/documents/files/Incident_Investigation_and_Reporting_Program_Revised_February_2018_2.pdf):

1. The investigation should determine the following:
2. The cause(s) of the accident or injury.
3. The relevant events leading up to the accident/injury.
4. Unsafe conditions which contributed to the accident/injury.
5. Actions of the employee which contributed to the accident/injury.
6. Witnesses to the accident/injury.
7. Recommendations to prevent a similar accident/injury from recurring in the future.

**Documentation**

Supervisors can obtain, complete, and submit forms within the DPR database under the [Workers’ Comp/Accidents](https://auth.dpr.ncparks.gov/databases.php) link.

Workers’ Compensation Reporting Forms:

1. **Employee Incident Report** – This form is to be completed by the employee and should be an accurate account of the accident/incident.
2. **Supervisor Incident Investigation Report** – This form is to be completed by the investigating supervisor who will describe the accident/incident and determine a root cause.
3. **Witness Statement Form** – Witnesses to accidents/incidents will complete this form describing the event in as much detail as possible. (if applicable)
4. **Injury Data Collection Form** – This form is completed as soon as reasonably achievable by the injured employee’s supervisor and submitted to the DPR Workers’ Compensation Administrator. *This form will be used in lieu of Form 19.*
5. **Workers’ Comp Refusal of Treatment** – This form should be submitted if the injured employee declines to be medically evaluated.
6. **CorVel WC Authorization | Physician’s Report | Pharmacy Guide** – This form is to be taken by the injured employee to the authorized treating physician and to the pharmacist should medication be prescribed.
7. **Employee Use of Leave Options** – Supervisors or the WCA will provide all injured employees with this form to complete the information concerning their use of leave options for any time lost from work resulting from an occupational injury. Temporary employees are not eligible for a leave option.
8. **Workers’ Comp Release of Information** – This form authorizes the release of the injured employee’s medical records during the claim examination and claim processing procedures.

**General:** The State of North Carolina is a self-insured carrier. CorVel Corporation is contracted as a third-party administrator to handle claims management. For more information regarding the State of North Carolina’s Workers’ Compensation Program, go to the NC OSHR website at: [NC OSHR Workers' Comp](https://oshr.nc.gov/state-employee-resources/workers-comp).

Questions and concerns may be directed to the division safety consultant.

**Appendix A –** Workers’ Compensation Forms

**Appendix B –** Staff Directive 18-07

Appendix A

Workers’ Compensation Forms:

|  |
| --- |
| [Employee Incident Report](https://files.nc.gov/ncoshr/documents/files/Employee_Incident_Report.pdf) |
| [Supervisor Incident Investigation](https://files.nc.gov/ncoshr/documents/files/Supervisor_Incident_Report.pdf) |
| [Witness Statement Form](https://files.nc.gov/ncoshr/documents/files/Witness_Incident_Report.pdf) |
| [Injury Data Collection Form](https://files.nc.gov/ncoshr/documents/WorkersComp/Injury_Data_Collection_Form.pdf) |
| [Workers' Comp Refusal of Treatment](https://files.nc.gov/ncoshr/documents/files/Refusal_of_Treatment_Form_0.pdf) |
| [CorVel WC Authorization | Physician's Report | Pharmacy Guide](https://auth.dpr.ncparks.gov/work_comp/file_upload/CorvelMedAuthRTWForm2011.pdf) |
| [Employee Use of Leave Options](https://files.nc.gov/ncoshr/documents/files/Employee_Use_of_Leave_Options_Form.pdf) |
| [Employee Release of Information](https://files.nc.gov/ncoshr/documents/files/WC_Employee_Release_of_Medical_and_Claim_Info_Form_0.pdf) |

Appendix B

NC DIVISION OF PARKS AND RECREATION

December 14, 2018

**STAFF DIRECTIVE 18-07**

TO: All Staff

FROM: Dwayne Patterson, Director

SUBJECT: Accident / Incident Chain of Notification / OSHA Reporting for Fatalities and Injuries

This staff directive supersedes previous accident / incident chain of notification reporting procedures, and is effective immediately.

In the event of an employee or visitor accident or incident involving serious personal injury, major criminal activity, significant natural resource damage, media coverage or anything judged by the Park Superintendent to necessitate Division management notification, the Park Superintendents or their designee *(this includes Acting Park Superintendents or Rangers In-Charge in the event the Superintendent is unavailable to make the notification)*, shall contact their Regional Superintendent (RESU) by phone as soon as possible. If the RESU cannot be reached in a timely manner, the Superintendent of State Parks (SUSP), or other senior DPR staff shall be notified by phone. Upon notification, the Regional Superintendent or designee shall contact the Superintendent of State Parks via telephone. The SUSP or designee shall then contact the Division Director, Deputy Director and the Division Public Information Officer (PIO).

If a person listed in the chain of notification cannot be reached, the next person in the chain shall be contacted. If the Division’s SUSP, PIO, Deputy Director, Director or PACR cannot be reached, the ranking Division employee shall contact the DNCR Chief Deputy Secretary. In most circumstances, the Division Director, Deputy Director or SUSP will make notifications to the DNCR Chief Deputy Secretary and/or Secretary.

In the event of a serious occupational accident or injury-including near misses involving an employee, or an employee fatality, notification shall be made immediately to the Division Director through the chain of notification and the standard reporting procedures should be followed for the reporting of fatalities and injuries to OSHA.

On weekends, holidays, and after 5:00 pm on weekdays, OSHA notification for fatalities or serious employee accidents involving employee in-patient hospitalization, amputation or eye loss should be made to the State Capitol Police at 919-733-3333. State Capitol Police will log the report and contact the OSHA’s on-call person. The Division shall follow up with a report to the Department and OSHA on the next business day for those cases reported to the State Capitol Police on weekends, holidays, and after work hours.

Attachment (Chain of Notification)

NC DIVISION OF PARKS AND RECREATION

QUICK REFERENCE - ACCIDENT/INCIDENT CHAIN OF NOTIFICATION

**DIVISION** – Headquarters Main Line – 919-707-9300 Updated 12/14/18

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| TITLE | NAME | OFFICE PHONE | MOBILE | ALTERNATE |
| Director | Dwayne Patterson | 919-707-9333 | 919-210-8919 | - |
| Deputy Director | Carol Tingley | 919-707-9334 | 919-810-3436 | - |
| Assistant Director | Don Reuter | 919-707-9357 | 919-621-8961 | 919-848-2399 |
| Superintendent of State Parks | Adrian O’Neal | 919-707-9339 | 919-738-4534 | 919-738-4534 |
| Public Information Officer | Katie Hall | 919-707-9350 | 919-817-3752 | 919-601-0616 |
| Coastal Region Superintendent | John Fullwood | 919-778-9488 | 252-559-0914 | 252-241-0464 |
| Piedmont Region Superintendent | Jay Greenwood | 919-841-4059 | 919-608-2847 | 252-715-1489 |
| Mountain Region Superintendent | Sean McElhone | 704-528-6514 | 704-682-4028 | 828-803-5700 |

**DIVISION LAW ENFORCEMENT / SAFETY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Parks Chief Ranger | Bryan Dowdy | 919-707-9340 | 919-218-7484 | 919-676-3890 |
| Law Enforcement Specialist | Chris Fox | 919-707-9343 | 919-606-8481 | 919-815-0262 |
| DPR Safety Consultant | Keith Bilger | 919-707-9372 | 919-632-8322 | - |
| State Capitol Police | Alarms & OSHA notification after hours | 919-733-3333 | - | - |
| NC State Bureau of Investigation (SBI) | Raleigh Headquarters | 919-662-4500 | 800-334-3000 | - |

**DEPARTMENT (DNCR)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| DNCR Secretary | Susi H. Hamilton | 919-807-7250 | - | - |
| DNCR Chief Deputy Secretary | Reid Wilson | 919-807-7257 | 919-604-6241 | - |
| DNCR Director of Communications | Neel Lattimore | 919-807-7388 | 202-497-1900 | - |
| DNCR Safety Director | John Mullinax | 919-807-7456 | - | - |