



NORTH RISK PARTNERS™

Mock Fatality & Serious Injuries Investigation

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Looking At The Crisis Before It Comes To Your Door

Presented by Paul Robertson

Integrated Loss Control, Inc.

Mock Fatality & Serious Injuries Investigation

Mock Fatality Investigation: Looking At The Crisis Before It Comes To Your Door

I have been a Safety Director for the last 24 years, in the fields of environmental compliance, selected DOT compliance, and occupational safety in agricultural and construction industries. The subject we are going to talk about today is a subject that I have unfortunately, had to go through in my career. That is why it is very important to be prepared if a fatality or a serious injury happens at your organization.

Paul Robertson
Director/Consultant
Construction Safety Services.



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Mock Fatality & Serious Injuries Investigation

Our Objectives

- Introduce the Serious Subject No One Wants to Talk About
- Discuss Fatal Occupational Injuries
- Review Regulations Requiring Direct Reporting to OSHA
- Discuss Importance Securing The Site
- Review Accident/Incident Investigation Steps
- Discuss Controlling Employee Communications
- Discuss Crisis Communication In The Digital Age



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Our Objectives (con't)

- Review The Importance of Establishing a Spokesperson
- Developing Your Crisis Management Strategy (Plan)
- Discuss Role of Accident/Incident Review Committee
- Apply Basic Plan to a Mock Crash Scenario
- Brief Summary
- Questions



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Fatality And Serious Injuries

This is one topic that every organization does not want to have occur.



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Fatality And Serious Injuries

Obviously some of the items (guidance) could be covered in the Emergency Action Plan, you have one right??

- Emergency Action Plan Development
 - ✓ Perform Risk Assessment
 - ✓ Identify All Potential Emergency Scenarios
 - ✓ Identify Resources
 - ✓ Training
- Decision Tree (discussed further on upcoming slide)
 - ✓ Provides a Summary Flowchart for Response



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Fatality And Serious Injuries

No organization is immune from the potential of a fatality and serious injuries.

Let's look at a few examples...



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NATIONAL CENSUS OF FATAL OCCUPATIONAL INJURIES IN 2016

RELEASE DATE OF DEC 19, 2017

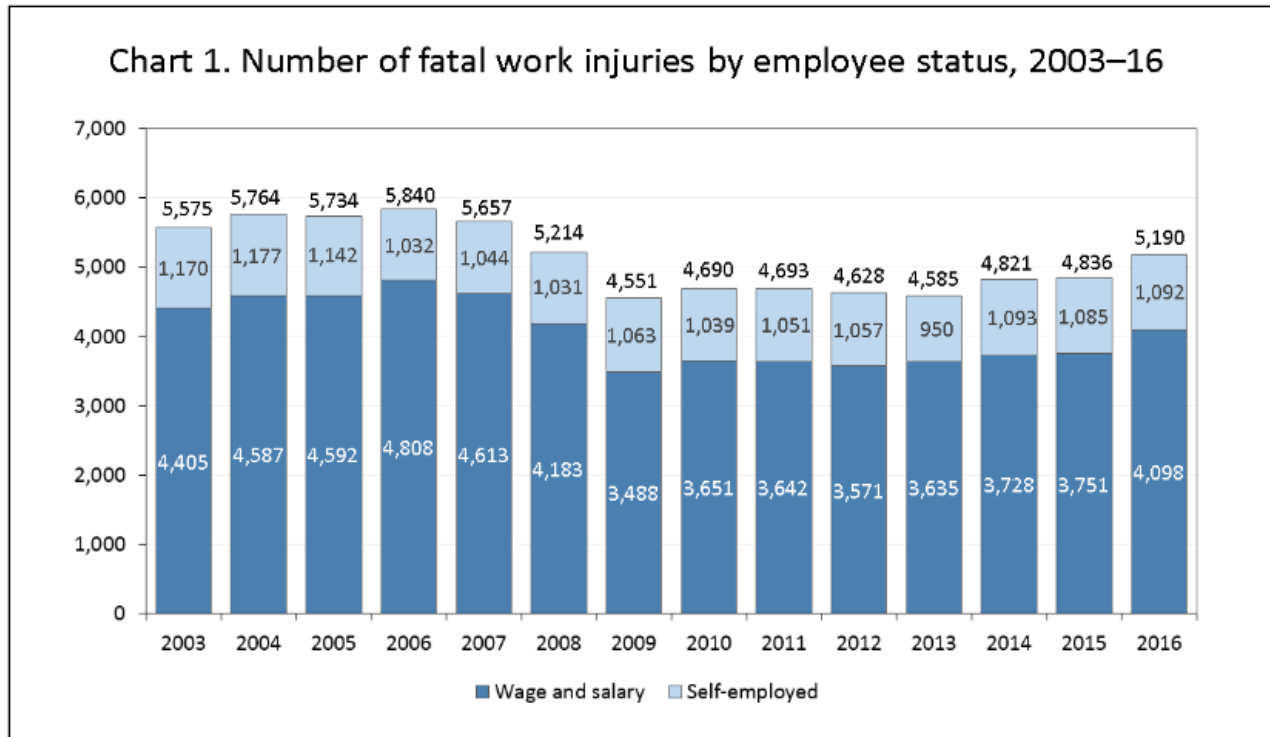


Chart obtained from bls.gov



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Fatal Occupational Injuries by Major Event

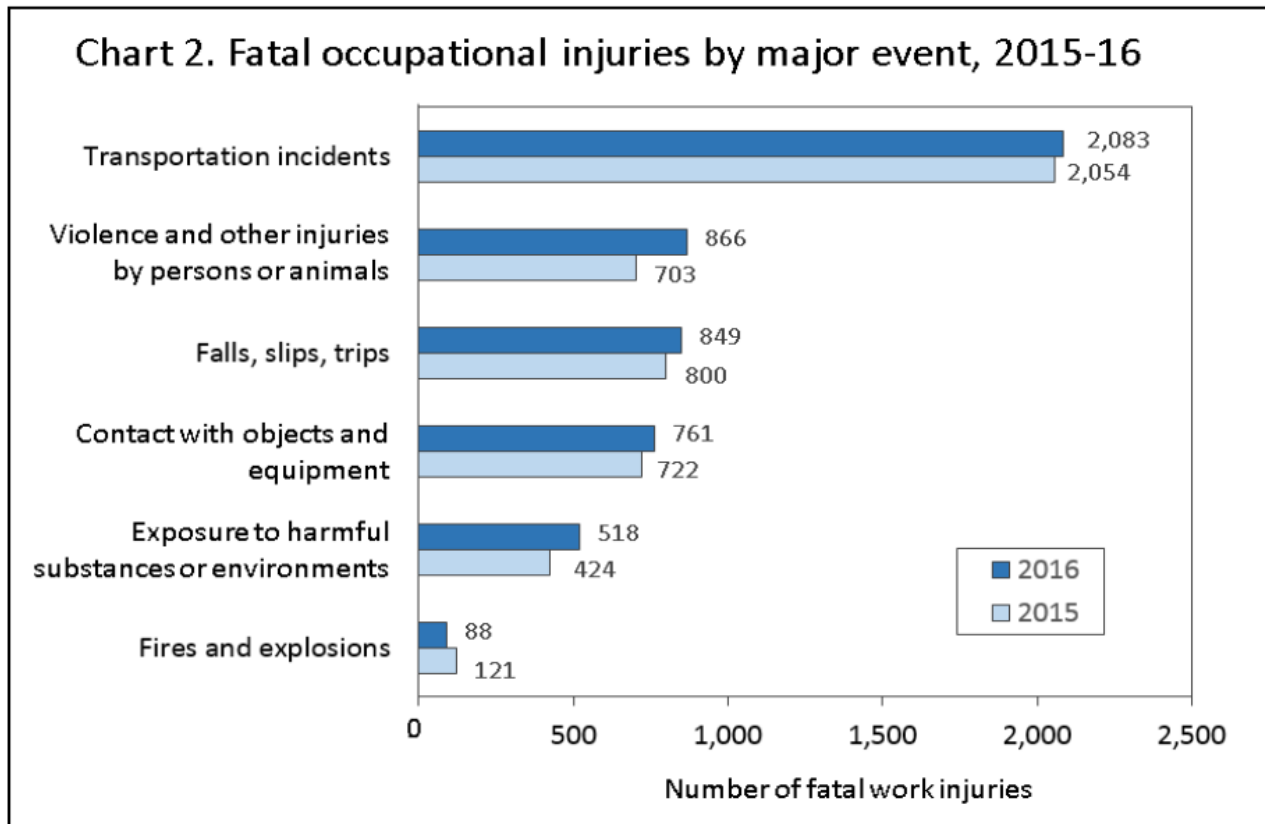


Chart obtained from bls.gov



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Chart 3 Civilian Occupations 2016

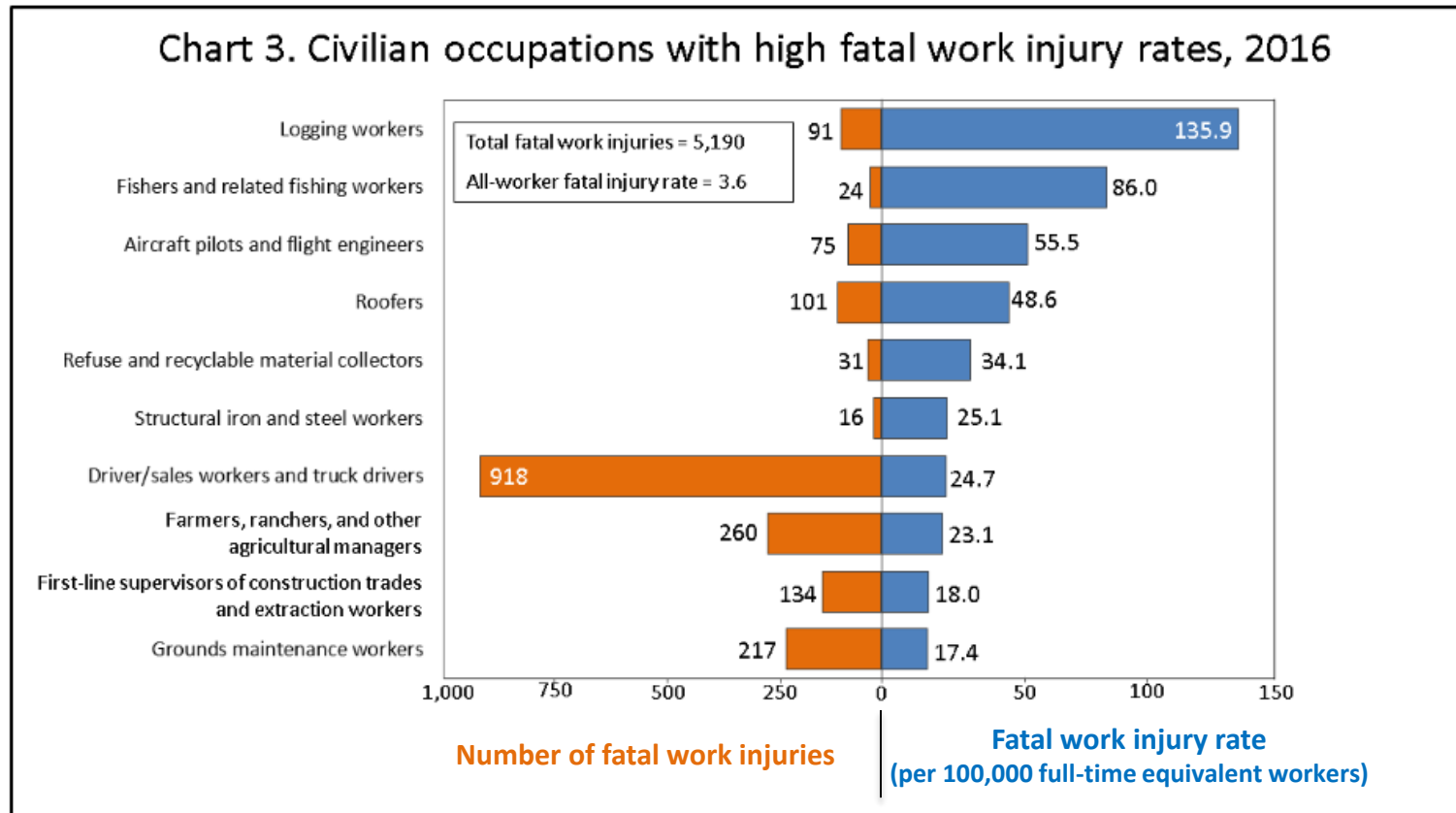


Chart obtained from [bls.gov](https://www.bls.gov)



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Requiring Direct Reporting to OSHA

- Within eight (8) hours after the death of any employee from a work-related incident or..
- Within twenty-four (24) hours the in-patient hospitalization of one (1) or more employees for medical treatment (not observation or counseling),
- An amputation or loss of an eye as a result of a work-related incident,
- REPORTING....the organization must **orally** report the incident to OSHA by telephone or in person. You may not make this notification by sending a letter, fax, e-mail, or leaving a message on OSHA's voice-mail or answering machine.
- **YOU MUST SPEAK TO A LIVE PERSON.**
- MN OSHA Hotline: (651) 284-5050 (only open M-F 8 am.- 4:30pm)
- Federal OSHA Hotline: (800) 321-OSHA



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Regulations Requiring Direct Reporting to OSHA (cont')

This report must be made by a **DESIGNATED** employee of the organization, and NOT a consultant, insurance company representative, etc.

You must provide the following information: (Based on your investigation)

- The establishment name
- The location of the incident
- The time and date of the incident
- The number of fatalities or hospitalized employee(s)
- The number of amputation(s), loss of eye(s)
- The names of any injured employees
- The organization's contact person and his/her phone number
- A brief description of the incident



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Securing the Site

- In some cases, it may be appropriate to shut down the work-site, or portion thereof, after such an incident. This may be appropriate out of respect for the injured parties and/or witnesses.
- More commonly, it may be necessary to ensure preservation of evidence, and to facilitate investigation. In these cases, employees should be escorted from the scene of the accident, and the site should be secured.



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Accident/Incident Investigation

- Investigate (Who will do it?)
- Conduct analysis as soon as “practical”
- Report accident
- Do not disturb accident site until adequate review has been completed
- Talk to eyewitnesses
- Carefully recreate the accident and take photographs
- Consider all aspects of accident cause: Who, What, Where, When, Why, and How
- Complete the Accident Investigation Form



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Use for Prevention

The Environment

- Noise
- Heat
- Ergonomics
- Visibility
- Housekeeping

Employee

- History/Experience
- Physical Training
- Training

Incident

The Equipment

- History
- Design Defect
- Manufacturing Defects
- Modifications
- Maintenance
- Appropriate for application

Use for Investigation

The Work

- Physical demands
- Mental demands
- Routine vs. Non-routine
- Job design

Supervision/Management

- Level of Supervision
- Enforcement of rules
- Authorization to do job
- Rules/Procedures, etc.
- Compliance with Regulations
- Accountability



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Review Any Prior Employment Issues Related To Injured Employee

- Any Prior Accident Incident Review
- Written Safety Program Review
- Review Training Records for affected Employee(s)

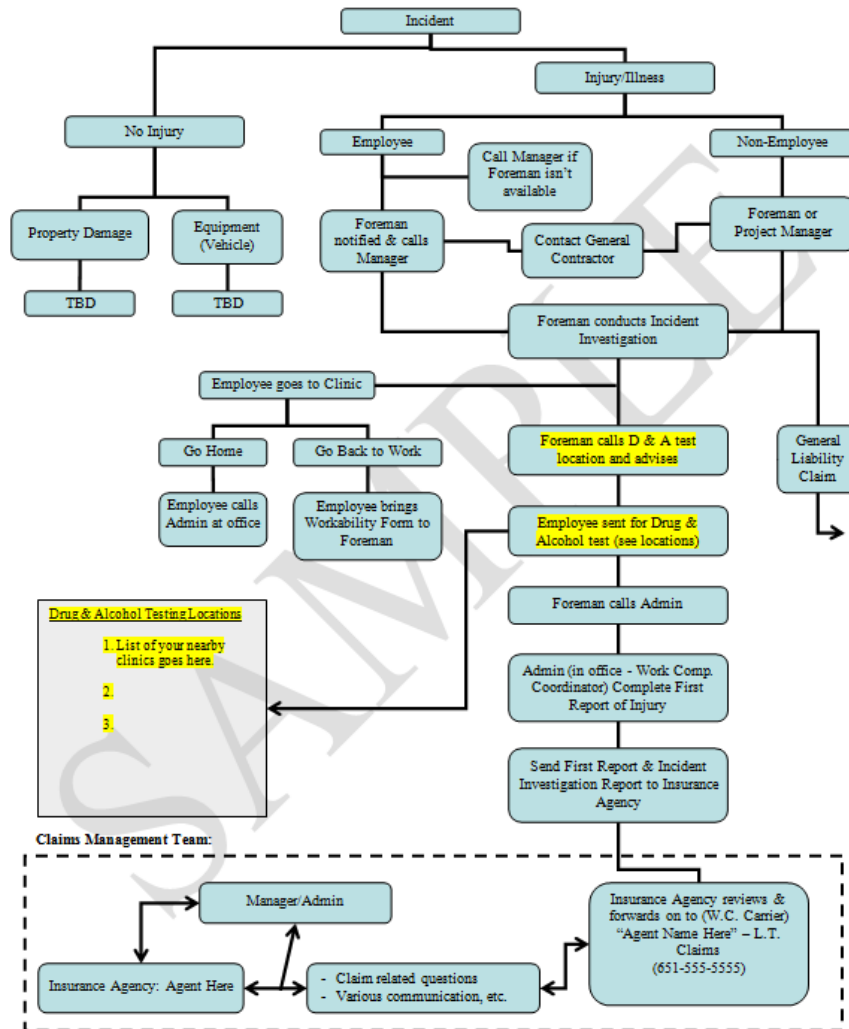


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As of 8/17/2018
Draft – Content T.B.D.

ABC Client Incident Reporting



Incident Reporting Flowchart



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Employee Communications

- **NOTICE:** UNDER NO CIRCUMSTANCES MAY ANY EMPLOYEE DISCUSS ANY EMERGENCY SITUATION WITH ANY MEMBER OF THE MEDIA UNLESS **AUTHORIZED** AND **DESIGNATED** BY MANAGEMENT!



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After the Incident: Crisis Communication in the Digital Age

For many people, the immediacy of smartphone cameras and social media platforms on which to share photos, observations and opinions has transformed Facebook, Twitter, Instagram, Snapchat and more.



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Spokesperson Working With The News Media The DO'S and the DON'Ts

- DO make sure the reporters know who your spokesperson is.
- DO talk.
- DO tell the truth.
- DO emphasize the positive and communicate your organization's message.
- DO take control.
- DO make sure your information is accurate.
- DO think before answering.



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Spokesperson Working With The News Media The DO'S and the DON'Ts (cont')

- DON'T say, “No comment”.
- DON'T say anything “off the record”.
- DON'T wear sunglasses when being interviewed.
- DON'T discuss any facts relating to insurance.
- DON'T have the president of the organization being the spokesperson.
- DON'T let the reporter get in control of the interview.



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Developing Your Crisis Management Strategy

Set Goals

- Know your needs
- Prioritize a list
- Different departments have different needs

Make It Simple

- If “x” happens, then “y” should be the plan of action

Review The Plan Regularly

- Things change

Practice

- Mock Fatality & Serious Injuries
- Orient New Employees
- Utilize the “Telephone Tree”

Training Staff

- Accident /Incident Investigation



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Developing Your Crisis Management Strategy (cont')

Planning/Assign Responsibilities

- Seek Police, Fire Department, OSHA, Legal Counsel
- Report to Family Members
- Report to Employees
- Report to Insurance Carrier (Workers' Comp and General Liability)
- (EAP) Employee Assistance Program, Counseling for employees- make available for all employees
- Media Communications (Spokesperson)



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Developing Your Crisis Management Strategy (cont')

The Team

- Who will be in charge? (CEO, President)
- Safety Director
- Human Resources
- Communications Coordinator
- Mock Fatality Event Chairperson
- Mock Fatality Coordinator
- Safety Committee Team (Accident/Incident Team)



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Accident/Incident Review Committee

- Safety Committee Members
- Event Chairperson
- Event Coordinator
- Paramedics/Emergency Medical Technicians and Fire Department Rep
- Law Enforcement Representative
- Mock Media Representative



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Scenario Auto Accident on Roadway

Scenario: Auto Accident on Edge Street, Middle of Roadway, During Water Main Break-Construction like Exposure (the deceased is Mr. Doe, he worked for public water department, fatality on the scene)

Fatality Investigation Outline/Checklist

- Internal Call Chain (Call Telephone Tree)
- OSHA Reportable within 8 hours (MN)
- 48 hours to Work Comp carrier via first report of injury form
 - MN OSHA: 651-284-5050 or 1-877-470-6742 from 8am-4:30pm M-F
 - Know your state requirements
 - Federal OSHA: 1-800-321-6742



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Scenario - Auto Accident on Roadway (cont')

Fatality Investigation Outline/Checklist

- You will need to acquire:
 - Employee's full name & address,
 - Organization and Location,
 - General/central phone number of organization, and key parties number,
 - Date of Fatality,
 - Where did the fatality occur? (address)
- Report to Insurance Carrier
- Report to Family Members
- Report to Employees
- EAP (Employee Assistance Program)
- Media Communications



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Mock Crash Scenario

- A passing vehicle pulls up, driver gets out to see if he/she can help.
- A young female leaves her crashed car and approaches Mr. Doe laying on the street.
- The bystander, now by Mr. Doe, yells: “Does anyone know CRP?”
- The back hoe operator answers: “Yes, I know CPR” and tells co-worker to call 911.
- The co-worker calls 911. Co-worker calls Crisis Management Team Contact.
- First police squad car arrives on scene. The officer surveys the scene and radios fire, ambulance and additional police.
- First officer confronts the young female driver as second squad arrives. Officer from second squad assists with CPR on Mr. Doe.
- The first ambulance and fire truck arrive. Firefighter and paramedics approach the vehicle.
- Paramedics begin to survey injuries.



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Mock Crash Scenario (cont')

- Officer notifies dispatch of fatalities and requests calling coroner to the scene.
- Officer administer field sobriety test and pre-arrest breath test to driver.
- Officer informs driver she is being placed under arrest for DWI, handcuffs driver and places her in back seat of squad car.
- Officer and fire crew assist placing body into body bag and load into hearse and / or ambulance.
- Ambulance and/or hearse door is shut. This denotes the scenario has ended.
- Scene reconstruction follow-up.



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In Summary

- Fatality or serious injury can happen in any organization
- Prevention is our goal- Are your safety programs up to date?
- Cost Containment is our goal
- Develop your Accident/Incident Program
- Develop and maintain your Crisis Management Strategy
- Complete your Mock exercise program with documentation
- Maintain your checklists in the event of an accident/incident
- Review your policy at least annually



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Questions??



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North Risk Partners Value-Added Services Hotline **(888) 667-4135**

Call the hotline to get personalized advice from HR and safety professionals on a variety of topics, including state and federal compliance, employer best practices, workplace programs and more.

***You may also reach Integrated Loss Control by emailing safety@northriskpartners.com**

