

Reference: SAFETY
Section: GENERAL
Title: SUPERVISORS ACCIDENT INVESTIGATION REPORT
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I. PURPOSE

The purpose of this policy is to define the procedure for reporting and investigating work-related employee injuries and illnesses by Supervisors at the Niagara Frontier Transportation Authority and the Niagara Frontier Transit Metro System, Inc. (collectively referred to as "NFTA" or "Authority").

II. POLICY

Supervisors are responsible for the timely reporting and meaningful investigation of work-related incidents that result in injuries or occupational illness. It is important to act quickly in order to preserve the details of the incident in order to allow for a proper investigation.

III. INITIAL REPORTING

Immediately upon learning about an injury, the Supervisor is to provide a red folder (provided by Workers Comp) to the injured worker and fax the employee injury report to the Workers' Compensation Department at 716-855-6431. It is imperative that the initial injury report be sent immediately after the incident so that any video (if available) can be retrieved before it is lost. Once the Supervisor's injury investigation is complete, this is to be faxed to the same number for appropriate distribution.

When necessary, the Supervisor will coordinate initial medical evaluation and treatment at one of the area Urgent Care centers or hospital emergency department if required.

IV. DOCUMENTED REPORTING

The Supervisor is to investigate all injuries and occupational illnesses and submit the resulting documentation ("Supervisor's Accident Investigation Report") to the Workers' Compensation Department.

V. CONDUCTING INVESTIGATIONS

1. The Supervisor should:

- Respond to the emergency promptly and positively
 - Take control at the scene
 - Control potential secondary accidents
 - Attend to the medical needs of the injured (e.g., call for emergency services if the need is evident)
 - Identify sources of evidence at the scene
 - Preserve evidence (e.g., ensure involved objects are not touched or altered, take pictures or draw diagrams).

2. The Supervisor should:

- Collect pertinent information
 - Interview witnesses
 - Obtain the injured employee's observations
 - Record discovered information quickly

- Do not be threatening or imply that information given will result in disciplinary actions

3. The Supervisor should:

- Analyze and evaluate all significant causes
 - Use logical thinking to define the whole sequence of events that led up the resulting incident
 - Define exactly what happened to cause the accident

Then follow the action to determine what was the immediate cause of that situation (What substandard act or condition contributed to the result? For example, do not just say that the employee fell and that caused the injury. Why did he fall? The “immediate” cause may, for example, be due to oil on the floor).

4. The Supervisor should:

- Next determine the basic or “root” cause of the accident
 - What personal or job factor contributed to result in the immediate cause?
 - Personal factors include physical capacity, mental capacity, knowledge, stress, motivation, etc.
 - Job factors include engineering, inadequate maintenance, inadequate tools/equipment, standards, wear & tear, etc.

(In the example started above, if the accident was caused by a fall and the fall was caused by the immediate hazard of oil on the floor, the basic or root cause may be that the oil came from a forklift that did not have proper inspection and maintenance. Thus, to prevent future falls of this type an improved forklift inspection and maintenance program would be needed. This is more important than simply telling the employee to be more careful).

5. The Supervisor should:

- Develop and take remedial actions
 - When deciding appropriate corrective actions, focus on changing the root causes of accidents
 - Take temporary actions immediately and record these actions taken on the Investigation Report Form
 - Take permanent actions as soon as possible

When writing the corrective actions on the Investigation Report Form, be specific and include the details of “Who” will do “What” by “When” and “Where” it will be done. It may be necessary to divide the corrective actions into two parts to specify what is going to be done immediately (short-term) and what the long-range plans will be for the permanent correction.

6. The Supervisor should:

- Review findings and recommendations
 - Have every report reviewed and signed by their Supervisor.

7. The Supervisor should:

- Follow through
 - Monitor the written corrective actions to ensure that they are being done or have been completed