

Purpose

The TXCDR incident reporting policy is designed to outline the purpose and procedure for reporting any injuries and accidents, near misses, property and equipment damage, health and safety issues, security breaches, conflict, and misconduct during a response. TXCDR is committed to keeping its volunteers and clients as safe as possible and encourages all participants to comply with the safety practices in its standards and procedures. However, we recognize that accidents will occur. The Incident reporting protocol helps us assure that all accidents are investigated, that root causes are identified to the best of our ability, and that preventative measures can be implemented.

Scope

The TXCDR incident reporting policy affects all TXCDR operations.

Policy Elements

Incidents that must be reported include

- any accidents that may cause minor or severe injuries or incidents resulting from negligence or inadequate safety precautions. The victims may be volunteers who were injured while performing their duties or other people that were on-site during our disaster response activities,
- near misses that could have caused minor or severe injuries or incidents that are results of negligence or inadequate safety precautions,
- damage to property and equipment,
- other health and safety issues,
- or other misconduct.

Incidents must be reported as soon as possible to expedite the investigation and increase the likelihood of significant findings. The sooner the cause or details of the incident are identified, the sooner the TXCDR and its Congregations can establish preventative measures for the future.

What Should be Reported?

TXCDR encourages all volunteers to report all accidents that required first aid or intervention or near misses could have led to an incident requiring first aid or intervention. Incidents that involve minor injuries (small cuts, non-extensive bruises, etc.) and would not usually require any action on behalf of TXCDR or its Response Teams (e.g., the breaking of a drinking glass) do not have to be reported (although volunteers could report them if they want). On the other hand, incidents that involve (or could have involved) more severe injuries and require investigation and action from TXCDR must be dutifully reported.

TXCDR volunteers are required to report any of the following:

- All injuries that require first aid, hospitalization, or medical care
- Motor vehicle accidents
- Any traffic ticket for a moving violation
- Contamination from hazardous substances or transmission of diseases
- Exposure to a person or persons known to have COVID-19 or later testing positive for COVID-19
- Unresolved conflict or misconduct

Volunteers are also required to report incidents that may not have involved injuries or victims but could be potentially dangerous in that respect if repeated. These include but are not limited to:

- Explosions
- Slippery surfaces
- Water or gas leaks
- Inadequate insulation of circuits
- Collapses of walls, ceilings, etc.
- Breaking of window glasses or frame

Stop Work Authority

TXCDR's Stop Work Authority (SWA) is a program designed to provide all volunteers with the responsibility and obligation to stop work when a perceived unsafe condition or behavior may result in an unwanted event.

Stop Work Authority Roles and Responsibilities

A Stop Work Authoring program must clearly define the roles and responsibilities. Examples of roles and responsibilities are:

- TXCDR and Congregation Leadership: Creates a culture that promotes SWA, establishes clear expectations and responsibilities. Demonstrates support for using SWA without the potential for retribution. Resolves SWA conflicts when they arise. Holds all TXCDR leadership accountable for full compliance with the SWA program.
- DRCs, Response Team Leaders, and all Supervisors: Promote a culture where SWA is freely exercised, SWA requests are honored and resolved before resuming operations. Ensures necessary stop work follow-up is completed.
- TXCDR and DRCs: Provides training, support, documentation, and monitors compliance of the SWA program.
- Volunteers: Initiate stop work (in good faith) and support stop work initiated by others.

Situations that May Require a Stop Work Action

Stop Work Authority should be initiated for conditions or behaviors that threaten danger or imminent danger to person(s), equipment, or the environment. Situations that warrant an SWA may include, but are not limited to, the following:

- Alarms
- Change in conditions
- Changes to the scope of work or work plan
- Emergencies
- Equipment used improperly
- Lack of knowledge, understanding, or information
- Near-miss incident
- Unsafe conditions

Stop Work Authority Process

Stop Work Authority is a several step process - stop, notify, investigate, correct, resume, and follow-up (training on lessons learned, etc.)

Stop

When a volunteer perceives condition(s) or behavior(s) that pose an imminent danger to person(s), equipment, or environment, he or she must immediately initiate a stop-work intervention with the person(s) potentially at risk.

If the supervisor is readily available and the affected person(s), equipment, or environment is not in imminent danger, coordinate the stop-work action through the supervisor. The stop-work action should be identified as a stop-work action and initiated in a non-combative manner.

Notify

Notify affected volunteers and supervision of the stop-work action. If necessary, stop work activities that are associated with the work area in question. Make the area(s) as safe as possible by removing personnel and stabilizing the situation.

Investigate

Affected parties will discuss the situation and agree on the stop-work action.

If all parties agree, the condition or behavior is safe to proceed without modifications (e.g., the initiator was unaware of specific information or circumstances). The affected persons should show appreciation to the Stop Work initiator for their concern resume work. The Stop Work is complete at this point, and no further steps are needed.

Suppose it is determined and agreed the Stop Work is valid. In that case, the condition(s) or behavior(s) that pose threats or imminent danger to person(s), equipment, or the environment must be resolved before restarting work. Work will be suspended until a proper resolution is achieved.

Correct

Modifications to the affected area(s) will be made. The affected area(s) will then be inspected by qualified experts to verify the modifications' completeness and verify all safety issues have been adequately resolved.

Resume

The affected area(s) will be reopened for work by personnel with restart authority. All affected volunteers will be notified of what corrective actions were implemented, and that work will recommence.

If a volunteer still believes it is unsafe, they will be assigned to another job with absolutely no retribution.

Follow-Up

TXCDR will provide the root cause analysis to the stop-work action and identify any potential opportunities for improvement. The Safety Manager will publish the incident details regarding the stop-work action to all Operations Managers and employees, outlining the issue, corrective action, and lessons learned. Management will promptly review all stop work reports to identify any additional investigation or required follow-up.

Procedure

When a volunteer witness or is involved in an incident, they must report it to their immediate supervisor, Congregational DRC or TXCDR (personally, in writing, by email, by phone, or through the online app, within one day.)

Incident Report

As a general rule, the employee must provide information in the incident report as accurately as possible on the following:

- The place of the accident
- The date and time of the accident
- The people involved or injured
- Their position or involvement in the accident
- Their actions immediately after the accident



Incident Reporting Policy Standards and Practices

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