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CONTRACTOR'S INJURY MANAGEMENT TOOLBOX

MANAGING JOB SITE ACCIDENTS AND INJURIES



RISK CONTROL

Your Role in Workplace Safety

As a superintendent or foreman, you play an important role in helping our company maintain a safe job site and protect employees from workplace injuries. CNA has developed and provided this guide and online supplemental materials to help you fulfill this responsibility.

When an accident occurs, there is often confusion about what happened and what steps need to be taken. An emergency plan can help you act quickly when an employee is injured. You should identify local emergency resources in advance and have easy access to that contact information. Proper documentation will help you communicate with emergency personnel and assist in investigating the cause of the accident.

Please take the time to review these important materials in advance and keep them in a place where you can easily reach them. The checklists below may help you plan for an emergency and understand the important role that you play in maintaining a safe job site.

Signed _____ Date _____
COMPANY OWNER, PRESIDENT, OR CHIEF EXECUTIVE OFFICER

Project Superintendent

- Implement, support and enforce the health and safety program at the project level.
- Communicate with the president or owner on requirements, such as notice of project and notices of accidents and injuries.
- Review site health and safety program with foremen and subcontractors before they start work, identifying responsibilities and promoting cooperation.
- Oversee site planning and approve a site plan that covers access, traffic control, materials handling, storage and sanitation.
- Prepare fire protection and emergency response plans.
- Review safe work procedures for the site.
- Direct on-site accident investigations. Review and forward reports to head office.
- Coordinate health and safety functions, such as safe work procedures and accident investigations involving owner / client, subcontractors and direct-hire personnel.
- Perform site inspections at least once a week.

Foreman

- Provide orientation for new workers.
- Inspect health and safety equipment weekly.
- Review health and safety aspects of each task with crew.
- Assist in accident investigations.
- Report health and safety problems to the superintendent and immediately correct hazards where possible.
- Inspect tools and equipment at least once a week and ensure proper maintenance.

Management Tools

You will find the following materials at www.cna.com/returntowork. These forms and other documents can help you prepare for, respond to and document any accidents that occur on your job site.

Emergency Preparedness Planning Checklist — This form will help you organize and set up an emergency response plan for your job site. Proper planning can avoid possible delays in addressing an occupational injury.

5-Minute Toolbox Talk — The toolbox talk will help you communicate the importance of reporting accidents or near misses, as they can evolve into more critical or severe injuries. It also allows you to document employee participation in this discussion.

Job Site Accident Investigation Kit — The person who will be investigating the details of an accident should use this tool to help ensure that critical areas are not overlooked. Certain equipment and first aid supplies need to be kept at the job site.

Contractor's Accident Investigation Checklist — The checklist can help you manage the investigation process and help ensure that the proper documentation takes place.

Accident Investigation Form — Completing this form allows you to document and report the accident investigation and findings as well as the corrective actions that will be taken to eliminate or reduce the risk factors that contributed to it.

Witness Statement Form — This form allows you to record witness interviews to confirm and explain what was observed.

Medical Care Provider RTW Form — In states where the employer can direct employees to a physician, the foreman or superintendent should provide this form to the medical provider and let him or her know your company has a return-to-work process in place and will work within the parameters prescribed by the physician.

Injury Corrective Action Form — This tool allows you to track the completion of corrective actions that lead to the accident or incident. The most important piece of the accident investigation is the corrective action that will be taken. It is imperative to track this information and that management assigns responsibility and dates for completion.

Download and print copies of these documents in advance so they are ready when you need them. You will find all the checklists, forms and other materials mentioned in this Toolbox at www.cna.com/returntowork.

Emergency Preparedness Planning

An emergency preparedness plan can help you maintain control during an emergency and help the injured employee receive the right level of care as quickly as possible.

When you set up a job site, you should call the non-emergency phone number for the local fire and ambulance service to set up a pre-planning meeting with them at the job site. That way, if an emergency happens, you will know:

- Who will respond — a town, county or private service.
- How long the response will take.
- How they will access and find the job site.
- Where to send an employee to meet and direct responders to the accident site.
- What the local resources are. For example, can they rescue a person who fell from an elevation hanging from a lanyard? Will they do a confined space rescue?
- Where they will take the injured worker.

Use CNA's Emergency Preparedness Planning Checklist to help you build a plan so that you will know what to do when an employee is injured. You will find this checklist at www.cna.com/returntowork.

You should also inform employees at the job site what needs to be done when an accident occurs, and why all accidents need to be reported. The 5-Minute Toolbox Talk sheet provides an overview of the information that should be covered during this conversation.

Equipment and Supplies

As a supervisor, your first priority should be job site safety. A list of the critical items that should be available at the job site or project to render first aid treatment are listed below.

In addition, certain accident investigation items and tools are needed — or are necessary — to mark and preserve evidence until the investigation is completed. Those investigation tools and items are listed on the next page. The Job Site Accident Investigation Kit provides more information on what supplies and equipment you should have available.

First Aid Supplies

- Bandages in a variety of shapes and sizes
- Chemical cold packs
- Disposable mouthpiece for CPR
- Disposable plastic gloves
- Eyewash solution
- Flat board with straps and grip opens to transport the injured person
- Pillow and blanket
- Scissors
- Splints of varying size
- Splinter forceps
- Sterile gauze squares
- Sterile pressure dressings
- Surgical gauze rolls
- Personal equipment for bloodborne protection
- Plastic bag (red colored for potential infectious waste disposal)

Investigation Equipment

- Clipboard, pen and paper (square or graph paper is recommended for illustrations), as well as a form to write down information about each photo taken
- Digital recorder to dictate notes
- Camera with a flash
- List of emergency phone numbers (police, ambulance, hospital, doctor, etc.)
- Markers to place near objects and equipment that are photographed in order to help organize photos
- Indelible marking pen and plastic bags
- Incident investigation forms
- Flashlight and extra replacement batteries
- Roll of barrier tape
- Radio with National Weather Alert
- Tags for labeling equipment
- Tape measure and a ruler (place a ruler or a coin in photograph for a size reference)

When an Accident Happens

Workers need to report all injuries, even if they do not need to go to a hospital or clinic. You may offer to schedule the physician appointment to promote prompt medical attention. In states that allow employee direction, you may assist the injured employee in selecting a physician or healthcare facility within the network.

The injured worker's immediate supervisor should contact him / her the next day to find out if the pain from the injury persists or if they have a limited range of motion.

When a worker needs immediate medical attention for a minor injury, appoint someone to drive the injured worker to a medical provider. More seriously injured employees will need an ambulance to transport them to the closest hospital emergency room.

If you call an ambulance, provide injury details and directions to the site of where the injured person is located. Relay as much information as possible, including the number injured, types of injuries and their extent. Assign someone to meet the ambulance and guide it directly to the injury scene. Ensure clear access for the ambulance in advance to avoid delaying medical care.

If an injured person requires a helicopter medevac, use a GPS to determine the geo coordinates. This may be necessary in remote areas where there are few reference points or when visibility is limited.

It is important to take immediate remedial action on issues, such as isolating electrical power sources. Check cellphone signal strength, as there could be service blackout areas. If the incident occurred in a remote area with weak reception, travel away from the injury site until you find a strong signal.

Remember to:

- Stay calm to provide assurance to the injured worker.
- Maintain order.
- Call emergency services. Assign tasks to control the emergency sources, protect the injured and preserve the accident scene for investigation later.
- Administer first aid and direct workers to a safe location.
- Maintain contact with emergency services, management and utilities.
- Direct emergency services to the accident scene and explain ongoing or potential hazards.

Accident Investigation Checklist

You can help your company lower its workers' compensation costs by reporting injuries as soon as they occur and instructing other employees do the same. When an injury does occur, the Accident Investigation Checklist can help you to:

- Collect accident / injury information in a supportive manner.
- Verify if the employee needs medical care and arrange immediate medical care when emergency care is required.
- Notify a family member or significant other of the injury.
- Keep a record of the accident facts, such as how, when and where the injury took place.
- Complete the First Notice of Claim form or call 877-262-2727 to report the accident.
- Notify management that an injury has occurred.

Accident Investigation Form

Timely reports are necessary to determine the injured worker's right to compensation and the payment and duration of benefits. Complete the Accident Investigation Form within 24 hours after the accident. The prime objective of accident investigation is prevention. Finding the causes of an accident and taking steps to control or eliminate it can help prevent similar accidents from happening in the future.

Unsafe conditions and employee behaviors that lead to the accident can be corrected when those facts are understood. It is your responsibility to identify and correct them.

Witness Statement Form

Witness interviews can confirm and help explain what happened. Witnesses can disperse quickly so immediately make a list of those directly involved in the incident. A good witness can provide an accurate description of the incident. CNA's Witness Statement Form will help you record this information. You can find this form at www.cna.com/returntowork.

It is important to identify and interview anyone who saw the incident and / or was in the vicinity immediately before, during or after the incident. The interviews will help identify:

- Everyone who was involved in the incident.
- People with possible knowledge of the incident.
- Events that occurred before, during and after the incident.
- The timing and sequence of events.
- Location and direction of actions and events.
- Possible causes of each action and event.
- Suggestions for preventing similar incidents.

Arrange interviews as soon as possible when memories are still fresh. Conduct private interviews on a one-to-one basis, preferably at the incident site as that may trigger witnesses' memories. If possible, close the interview on a positive note and always thank the witness for assisting with the investigation. The Witness Statement Form provides additional information on how to conduct witness interviews effectively.

Medical Care Provider RTW Form

This is a dual-purpose form. In those states where the employer can direct employees to a physician, the injured worker, foreman or superintendent should take the form to the medical provider. Notify the provider that the company has a return-to-work process and will work with the restrictions prescribed by the healthcare provider. The form has a section for the medical provider to check and write work restrictions. This information may be useful in identifying transitional work options during the recovery period.

The backside of the form should include your company's information including address, contact name, the contact's phone number and the insurance policy number. Having that information readily available may expedite the injured worker's visit with a doctor. You will need to include the injured worker's name and birthday to ensure the doctor treats the correct person.

Injury Corrective Action Form

This form is an internal document used to facilitate, change and improve the work environment for injured workers. It is important to follow up on a regular basis and record progress or changes. You or another company representative should check regularly with the treating medical provider to determine if the injured worker is attending the doctor or physical therapist appointments, as well as to see if the recovery is progressing on schedule. If the worker's recovery is ahead of schedule, then inquire about a revised return-to-work date.

Getting Back to Work

Should the injured worker experience an extended recovery, continue to maintain contact with the employee during this period. It is important to demonstrate empathy, show concern and provide support. You may also want to consider temporary, transitional work options that allow your employee to be productive during the recovery period. The Medical Care Provider RTW Form can provide guidance on the worker's functional abilities.

For more information about maintaining a safe job site, or to download any of the materials mentioned in the Contractor's Injury Management Toolbox, please visit www.cna.com/returntowork.





**For more information about maintaining a safe job site,
please visit www.cna.com/returntowork or call 866-262-0540.**



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