

## **5.5 MANAGEMENT AND REPORTING OF SIGNIFICANT INCIDENTS**

### **PURPOSE**

- P1. To ensure proper and effective management of serious incidents involving program participants, staff, or facilities.

### **REQUIREMENTS**

#### ***R1. Reportable Events***

Centers and OA/CTS contractors shall report the following types of significant incidents to the National and Regional Offices:

- a. Death, serious illness, or serious injury\*\* (e.g., epidemic, hospitalization, emergency room treatment or surgery, reaction to medication/ immunization)
- b. Physical assault
- c. Inappropriate sexual behavior
- d. Indication that a student is a danger to himself/herself or others
- e. Incident requiring police involvement
- f. Incident involving illegal activity
- g. Arrest of current student or on-duty staff member
- h. Motor vehicle accident involving injuries or damage to a center vehicle
- i. Theft or damage to center, staff, or student property
- j. Incident threatening to close down the center or disrupting the center's operation
- k. Incident attracting potentially negative media attention

\*\*Please see Section 5.18, R2.b for a detailed classification of serious medical injuries.

#### ***R2. Incidents Requiring Immediate Reporting***

Centers must immediately report the following types of incidents to the appropriate Regional Office, by both telephone and e-mail:

- a. Student death (centers must also immediately contact the Office of Workers' Compensation Programs (OWCP))
- b. Staff death
- c. Any incident:
  1. Involving law enforcement
  2. Involving a missing student
  2. With the potential to garner negative media attention
  3. Where substantial property damage has occurred
  4. Involving inquiries from or visits by elected officials or their offices.

In addition to immediate reporting, these incidents will also require a report through the Significant Incident Reporting System, as outlined in R3, below.

**R3. Incidents Requiring Electronic Submission of Significant Incident Report**

All incidents outlined in R1, above, must be reported through the web-based Significant Incident Reporting (SIR) system. Centers should contact the appropriate Regional Office if there is confusion as to whether a SIR should be submitted.

Centers must:

- a. Submit an initial SIR, even if a resolution has not yet been determined for the students/staff involved, according to the timelines below.
  1. Within 6 hours of the center being made aware of a student or staff death
  2. Within 24 hours of the center being made for all other incidents
- b. Continue to submit supplemental reports monthly, or more frequently if new information is obtained, until a final report has been submitted. Until a report is submitted as final, a supplemental report is minimally required every 30 days following the submission of the initial report.
- c. In the event that a student suffers an injury while on duty or on an authorized day pass, record the incident in Safety and Health Information System (SHIMS) within 7 calendar days (including weekends) of supervisor notification.

**R4. Usernames and Passwords**

- a. Each staff member who is responsible for submitting SIRs through the Web-based system is required to have a unique username and password. Upon initial entry into the system, users will be required to change their password to an 8-digit alphanumeric password of their choosing, which they will then use for the remainder of the program year. New passwords will be required at the beginning of each program year.

Two types of users are assigned:

1. **Advanced Users:** These are users who may enter, approve, and submit a SIR. Each center must have at least two Advanced Users. An Advanced User can enter and submit a SIR to Job Corps National/Regional Offices without approval from the Center Director or another staff member.
  2. **Basic Users:** These are users who may enter information but may not approve/submit a SIR to Job Corps National/Regional Offices.
- b. Regional and corporate staff may be added to the SIR e-mail distribution list by contacting the health support contractor directly.

**R5. Display of Student Identifying Information**

- a. The SIR system does not accept Social Security Numbers as student identifiers. Instead, when entering student data into the SIR system, centers must use the 6-digit student ID numbers assigned by Job Corps upon entry to the program. Although centers will enter student ID numbers, as well as relating student

information in the SIR data-entry fields, the following student identifying information will not be displayed in submitted reports that are e-mailed back to the Advanced User, as well as others who are on the authorized SIR e-mail distribution list:

1. Student first name
  2. Student ID number
  3. Date of entry
  4. Date of birth
- b. To ensure student privacy, centers must not use student first and last names in the “Description of Incident” field in the SIR. Instead, centers should use the terms “Victim 1,” “Victim 2,” “Perpetrator 1,” “Perpetrator 2,” etc., when describing the incident.

**R6. Management**

Center and OA/CTS contractor management shall:

- a. Investigate each significant incident;
- b. Initiate appropriate action to resolve the incident; and
- c. Identify and implement appropriate procedures to prevent recurrence to the maximum extent possible.

**QUALITY INDICATORS**

- Q1. Center management resolves incidents in a manner that reduces negative impact on students, the community, and the program.
- Q2. Corrective action is taken to reduce or prevent recurrence.