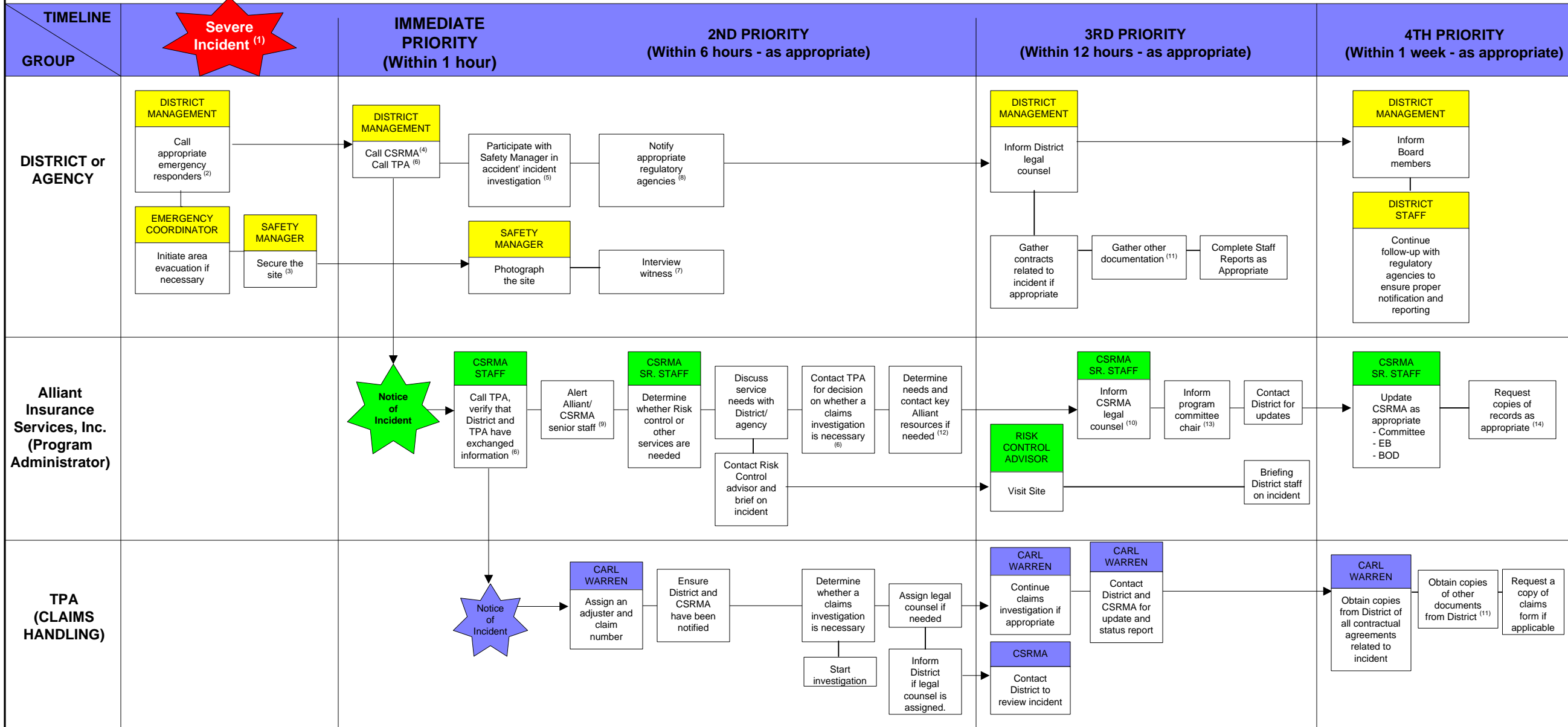


# CSRMA Guidelines

## Severe Incident Response and Notification



- NOTES:
- Incident could be:
    - One or more fatality
    - Multiple injuries (medical crisis)
    - Fire, explosion
    - Earthquake, other material disaster
    - Hazardous material spill/leak
    - Deranged individual (violence)
  - See supporting text
  - See supporting text
  - See supporting text
  - See supporting text
  - a) Liability - Carl Warren & Co. Shari Huff (657) 622-4250  
 b) Workers' Compensation - York Ins Services Chris Richard (916) 960-0921
  - See supporting text
  - See supporting text
  - Discuss with Alliant (415) 403-1400
  - Byrne Conley (925) 932-3600
  - See supporting text
  - Discuss with Alliant (415) 403-1400
  - a) Liability  
 Michelle Gallardo (925) 875-2289  
 b) Workers' Compensation  
 Roland Williams (510) 537-0757
  - See supporting text.

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**Footnote # 3      Securing the Site**

**A.      INJURIES/FATALITIES:**

Following serious injuries or fatalities, the site must be secured against unauthorized entry. Equipment that may be related to the incident shall not be removed or tampered with until:

- a. Initial investigation is completed, and
- b. The District Manager or his/her representative grants permission.

Caution tape should be used to identify the area as “restricted” so that evidence is not removed or tampered with, and to ensure that people do not enter this area. Following a fatality, the police department will cordon off the immediate area using police tape; however, the employer may want to cordon off a larger area to keep unauthorized personnel away from the scene.

**B.      HAZARDOUS INCIDENTS**

Following hazardous incidents such as chemical releases, earthquake, fire, and explosion, all unsafe work areas must be secured to prevent unauthorized people from entering the danger zone(s). The first responders such as police and fire will usually do this.

**C.      WITNESSES**

In all cases, all witnesses must be detained for questioning. This includes employees and non--employees such as visitors, vendors, contract employees, or any other third party witness. Witnesses should always include the injured party(s) when reasonably possible, and any other persons who saw or heard something of relevance. Other persons who may be able to contribute supporting or important information such as employee medical records, written procedures, entry logs, training records, etc. may also need to be interviewed. Witness interviews should be done as soon after the accident as possible and should be conducted separately to foster an atmosphere of confidentiality.

(See footnote # 7 - Interviewing witnesses)

**Footnote # 4      CSRMA Notifications**

Following a severe incident that may result in an insurance claim, at least one of the following CSRMA account members should be notified immediately. It is recommended to begin with the first name on this list, however, internal policies are in affect which ensure that all of the appropriate CSRMA team members will be contacted and updated on the event.

1. Dennis Mulqueeney      (415) 403-1421
2. Seth Cole      (415) 403-1419
3. David Patzer      (707) 373-9709

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## **Footnote # 5      Accident/Incident Investigation**

An Accident/Incident Investigation Form shall be completed following all accidents and emergency incidents such as fire, explosion, or hazardous chemical releases. Example Accident Investigations forms may be obtained by contacting David Patzer, CSRMA Risk Control, at (707) 373-9709 or at [dpatzer@dkfsolutions.com](mailto:dpatzer@dkfsolutions.com).

During the incident investigation, witnesses should be interviewed (see footnote # 7). Also, photographs, diagrams, maps and sketches should be used to document the accident site and work activities. These often become very valuable when trying to reconstruct the events that led up to the incident at a later date.

## **OUTSIDE INVESTIGATIVE AGENCIES**

1. California FACE (Fatality Assessment and Control Evaluation) – FACE provides a **free assessment** of the workplace to **help identify the reasons** for occupational injuries and fatalities. FACE is conducted by the California Public Health Foundation in association with the California Department of Health Services. FACE **does not evaluate compliance** with occupational safety and health standards **or determine fault** and is not associated with OSHA. For more information on FACE, or to report an occupational fatality, call (800) 851-2138.
2. CSRMA Risk Control Advisor – The decision to have the CSRMA Advisor help conduct an accident/incident investigation will be made by CSRMA's Program Director or staff members. If the agency believes this is necessary, please contact David Patzer, Risk Control at (707) 373-9709 or at [dpatzer@dkfsolutions.com](mailto:dpatzer@dkfsolutions.com).
3. TPA Claims Investigator – The decision to have a claims investigator conduct an incident investigation will be made by the appropriate claims handling third party administrator (TPA). If the agency believes this is necessary, call Dennis Mulqueeny at (415) 403-1421 or Seth Cole at (415) 403-1419.

## **Footnote # 7      Interviewing Witnesses**

As soon as is reasonably and humanely possible, witnesses must be interviewed to help reconstruct the events leading up to the incident. Whether you have witnesses write down their observations themselves, or you interview them and take notes, the witnesses must sign the document to verify that it represents the facts as they remember them and to verify that you have written down the information correctly.

## **CONTRACT EMPLOYEES**

If an injured worker is not an employee of the owner, the owner should request the employer (e.g. contractor representative) to interview all contractor and subcontractor witnesses. Additionally, the owner should accompany the employer in these interviews and make notes and take photos as appropriate. The owner should then request a copy of all contractor and subcontractor witness statements. The owner should likewise interview their own employees or other witnesses (non-contractor) who may have information relating to, pertaining to, or explaining, the circumstances leading up to, and including, the accident.

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**Footnote # 8      Regulatory Agencies - Notification**

<b>Incident type</b>	<b>Agency</b>	<b>Comments</b>	<b>Phone no.</b>
<b><i>Serious Injury:</i></b> Inpatient hospitalization for more than 24 hours other than medical observation. Loss of any members of the body. Serious degree of permanent disfigurement.	CalOSHA	Report immediately to the nearest CalOSHA District offices.	Go to <a href="http://www.dir.ca.gov/dosh/districtoffices.html">www.dir.ca.gov/dosh/districtoffices.html</a> for your nearest CalOSHA office Contact Information.
<b><i>Fatality</i></b>	CalOSHA	Report immediately to the nearest CalOSHA District office. For fatalities where the cause of death is unknown to be work related, CalOSHA should be called and put on notice in the event the cause of death is determined to be work related at a later date.	Go to <a href="http://www.dir.ca.gov/dosh/districtoffices.html">www.dir.ca.gov/dosh/districtoffices.html</a> for your nearest CalOSHA office Contact Information.
<b><i>Hazardous material release</i></b>	National Response Center	CERCLA 103 substances > reportable quantities.	(800)424-8802
	State Office of Emergency Serv.	All CERCLA 103 and SARA 302 extremely hazardous substances > reportable quantities.	(800)852-7550
	State Office of Emergency Serv.	Any release, or threatened release, that poses a significant hazard to human health & safety, or environment.	(800)852-7550
	County Env. Health	All significant releases to water & sewer.	# _____

**Note:** This page is intended to be completed by each member so that it provides specific information relevant to your agency.

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Incident type	Agency	Comments	Phone no.
<b>Hazardous Material Release (continued)</b>	Chemtrec  Fire & Police	Provides initial response advice only. Can dispatch trained hazmat personnel	(800) 262-8200
<b>Pollution of waterways</b>	Dept. of Fish & Game  State Water Quality Control Board  Coast Guard	Go to <a href="http://www.dfg.ca.gov/regions/">www.dfg.ca.gov/regions/</a> for your regional office contract Information Go to <a href="http://www.swrcb.ca.gov/regions.html">www.swrcb.ca.gov/regions.html</a> for your regional office information Go to <a href="http://www.uscg.mil/d11/default.htm">www.uscg.mil/d11/default.htm</a> for your regional office contact info.	Local # _____ Emergency #888.DFG.CALTIP Local # _____ Local # _____
<b>Natural Disaster</b> Flood Earthquake Wind	County Office of Emergency Serv.		Local # _____
<b>Other Disasters</b> Fire Explosion Workplace	Fire Dept. Fire Dept. Police Dept.		911 911 911

**Note:** This page is intended to be completed by each member so that it provides specific details and information relevant to your agency.

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**Footnote # 11      Documentation**

Gather all documents related to the incident such as:

1. Police Reports
2. Fire Reports
3. CalOSHA report
4. Witness statements
5. Accident investigations
  - a. Internal reports
  - b. Outside sources
6. Photos, maps, diagrams, & sketches
7. Staff reports
8. Log entries that may be relevant to the incident
  - a. Wind direction & speed
  - b. Weather conditions
  - c. Chemical inventory information
  - d. Sampling & analysis results
  - e. Staffing at time of incident
  - f. In-house first responders who responded to the incident
  - g. Resident inspector reports

**Footnote # 14      Other Documentation**

Request copies of any other documents that may be useful in discussing coverage issues with the CSRMA Pooled Liability and Workers' Compensation committees and/or Executive Board. Such reports and records may include the following:

1. Claims Administrator Report
2. Accident investigations
  - a. Risk Control Advisor
  - b. Claims TP A investigation report
3. Copy of current policies