



Incidents - What To Do

Anything that happens out of the ordinary requires an Incident Report to be filled out. It can be:

- A traffic accident in an agency vehicle.
- A stumble and fall causing injury.
- A stroke or heart attack while on the job.
- A child acting inappropriately, or one that has done something to another child.
- A client or parent becoming unruly while visiting one of our location.
- A staff member that has done something contrary to their normal duties.

If an accident happens that requires medical attention, see to the well being of all parties first. If a situation is out of control and requires Law Enforcement, call 911. Then do the report and immediately send it to HR at the main office in Conway. It is important to fill out a report right away so the details of the incident aren't forgotten.

In case medical attention is required, this is from page 33 of the Employee Handbook:

The Agency covers all employees under Workers Compensation Insurance. **If proper procedures are not followed, you will be liable for medical bills incurred during your incident.**

1. All incidents must be reported on the incident report form regardless of how minor the incident may be. If there is a blank on the form, it must be filled in. A report of injury form must be completed in full and faxed to the Administrative Office in Conway (234-4111) and while the fax is being submitted, the employee or employee supervisor must call the Administrative Office to report the incident to the Human Resources Department (234-4100 ext. 225). Program Directors may have a policy that requires a copy of the report to be sent to them, therefore the report should be sent to the Director at the same time the report is sent to the Administrative Office. There may not be a delay in reporting the incident to the Human Resources Department.
2. A call will be placed to the Medical Staff of the Workers Compensation Insurance Company by the Human Resource Department to report the incident.
3. If medical attention is necessary, someone on the medical staff will call the injured employee and instruct them where to go for the medical attention. The medical staff of the Workers Compensation Insurance Company will contact the medical facility to inform them of your estimated time of arrival and give authorization for treatment. They will also be instructed where to send medical bills and reports to.

As soon as practicable or within two hours following an accident, the Agency will test for alcohol and controlled substances. Employees involved in an accident or contributing to an accident or injury will be screened to determine whether the employee tests positive for drugs and/or alcohol.

4. If the injury is a trauma (a life threatening injury) and the employee must seek immediate medical attention, the employee should be taken to the nearest trauma center and the employee's supervisor must call the main office immediately and instruct the Administration staff where the employee has been taken and the nature of the accident.
5. Employees are not allowed to go for medical attention without the authorization of the insurance carrier unless there is a trauma situation. If you require medical attention after business hours, you must call a nurse for authorization for treatment at (877) 709-2667. A nurse is available 24 hours a day, 7 days per week.