Southeast Coast Network

National Park Service
Inventory and Monitoring Division

Standard Operating Procedure 3.1.01

Reporting of On-Duty Injury, Illness, Near Misses, Hazards and Exposure—Version 5.0

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Summary

This standard operating procedure (SOP) explains the steps involved in handling an on-duty or job-related injury, illness, near miss, hazard and exposure for Southeast Coast Network (SECN) employees. Read this SOP prior to implementing fieldwork, review it annually, and keep a copy in all vehicles for quick reference.

Revision Log

Revision Date	Author	Changes Made	Reason for Change	New Version #
4/20/2011	MM, JP	First Draft	--	N/A
5/12/2011	Sarah Corbett	Additions to content	Earlier omissions	1.1
12/10/2012	Sarah Corbett	Additions to SMIS instructions	Response to comments from reviewer	1.1
2/27/2015	Briana Smrekar	Added templates for injury and tick logs	No printable version for the field	2.0
12/15/2016	Wendy Wright	Editorial review	Protocol publication	3.0
8/16/2017	Brian Gregory / Eric Starkey	Updated reporting, removed first aid information	Improve organization and usefulness of instructions	4.0
9/18/2017	Lisa Baron	Added info for Rx	Missing information	4.1
2/26/2021	Eric Starkey	Brought all procedures up to date and referenced new guidance materials.	Annual review, DOI upgrades to SMIS and transition to ECOMP	5.0

Safety Information

Safety information for all office and field work, including risks and abatement procedures, are provided in task-specific Job Hazard Analyses (JHAs). To minimize the risk of on-the-job injury or illness, please read and understand these JHAs before beginning field work and review them each year. These JHAs are located on the SECN shared drive at \\INPSECNS01\SECNshare\Safety\Job Hazard Analyses\SECN JHA Library. Additional safety policy can be found in the NPS Reference Manual 50-B (NPS 2008) and the Regional Directive: SER-DIR-OSH-1 titled Workforce Safety, Health, and Wellness Plan.

Procedures

The following procedures have been adapted from guidance issued by Interior Region 2, DOI Safety Management Information System (SMIS), and Employees' Compensation Operations and Management Portal (ECOMP) (Jacobs 2020, SMIS 2021a-c). The SECN will update this SOP as changes to regional guidance, SMIS, and ECOMP warrant.

Reporting an Injury or Illness and Filing a Worker's Compensation Claim

Always report an injury or illness that occurs while on the job. "Injury" is defined broadly as any harm, hurt, or damage inflicted on the body by an external force or environmental factor. Err on the side of caution, and report all injuries, even minor ones, in the DOI Safety Management Information System (SMIS) accessed at https://www.smis.doi.gov. If you are unsure how or if to report an injury, contact the SECN Collateral Safety Coordinator or Regional Safety Manager.

Notes:

- If an injury occurs in a park, notify your park contact and/or the park's Collateral Duty Safety Coordinator (CDSC) of the injury. A park's CDSC is accountable for incidents in their parks, so alerting them of an incident occurring in their park is expected so they can investigate if needed.

- It is the employee's responsibility to report the injury as soon as possible. However, if the employee is incapacitated and cannot complete the report on their own, the supervisor is responsible for submission. Keep in mind that if the injury occurred at a specific park, the park's organizational code must be used with reporting the injury into SMIS as the injury report must be reflected on the park's OSHA 300 Log. The Regional Safety Manager can change the org code as required.

- Supervisors must enter volunteers into SMIS because the system is tied into the payroll system.

- Contractors, unless directly supervised by NPS do not get entered in SMIS.

Employee

1. Report the injury or illness immediately (via phone, email, or in person) to the employee's supervisor and park contact (if injury occurred in a park). E-mail a written memo to the supervisor detailing how the injury occurred by the end of the day on which the injury occurred, if possible.

2. If medical attention is required, get it immediately. If possible, obtain a CA-16 form, which allows for direct billing to the government for incurred medical expenses, prior to treatment. The form can be obtained from the Southeast Coast Network (SECN) program manager (mark_gregory@nps.gov, 706 352-9441), or from the park's Administrative Officer (AO). This form is controlled property and requires the signature of the supervisor or someone else with signatory authority (e.g., superintendent, deputy superintendent, in some cases the park safety officer). Given the nature of fieldwork, it is possible that in some cases this form will not be easy to access at the time of injury or illness. Do not delay medical attention to obtain this form. If necessary, handle the billing or reimbursement for medical costs after the injury or illness, during the workers' compensation claim process.

3. As soon as possible, the employee must go to the SMIS site to file a report online about the specifics of the injury/illness to report the injury. Ideally this is done before treatment.

    a. Select the **Employee** button under **DOI Employee Sign In**.

    b. Enter your **Government Email Address**, then press **Next**.

    c. You will then be prompted to enter your existing password or, if it is your first time using SMIS, prompted to Send Verification Email. Follow instructions in the verification email to successfully sign into SMIS.

    d. From the Employee Home Page, in the Injury, Illness and/or Property Damage Incident section click on "**Report Incident**"

    e. On the next page, the employee should respond to a series of questions about what happened. All items with asterisks are required. Do not submit an incomplete form. **Pay particular attention to the following question "Do you want to file a Workers' Compensation claim?" If you have a minor injury that you do NOT need medical treatment for from a doctor, do not select YES for filing worker's compensation.** Also, describe with detail what and how the incident happened.

    f. It is very important to enter the park unit in which the accident/injury occurred (if applicable). Injuries that occur in parks are handled by the employee's supervisor and corresponding park safety manager. If an accident/injury occurs at the SECN headquarters office or in between parks, it is handled by the supervisor and SECN collateral duty safety manager. NOTIFY SUPERVISOR AND PARK CONTACTS BEFORE SUBMITTING AN INJURY.

g. When finished responding to the questions, click "Submit."

g. If you selected that you want to file a worker's compensation claim you MUST click on the green "Take me to ECOMP" button to complete the rest of the claim. It is through ECOMP that the CA-1 for injury or CA-2 for illness/disease will be completed. The complete names for these forms are: CA-1 (*Federal Notice of Traumatic Injury and Claim for Continuation of Pay / Compensation*), and CA-2 (*Notice of Occupational Disease and Claim for Compensation*).

h. Follow all instructions in ECOMP to complete the submission of the claim. An email is automatically sent to the supervisor to alert them to fill out the supervisory section of the worker's compensation claim in SMIS and ECOMP. BOTH must be completed, however, supervisors must complete their portion in ECOMP within five days.

h. The supervisor, collateral duty safety coordinator or regional safety officer will follow up with any questions or corrections to forms.

i. Upon completion of the supervisory portion of the injury/illness report, the claim is sent to the National Park Service (NPS) Southeast Region workers' compensation coordinator. They will further process the claim and forward it to the U.S. Department of Labor Office of Workers' Compensation Programs (OWCP). The claim will be reviewed, and the employee will be sent a worker's compensation claim number.

j. After the worker's compensation claim number is assigned, it is the employee's responsibility to provide all medical documentation supporting the claim to the U.S. Department of Labor. This includes any medical reports, tests, and notes from hospitals and doctor offices where the employee was seen. The worker's compensation program will provide further details on how and where to send documentation.

Supervisors

Only official supervisors as identified within the payroll system can log into the SMIS supervisor module.

Injury Report for an Incapacitated Employee

It is the employee's responsibility to report the injury as soon as possible. However, if the employee is incapacitated and cannot complete the report on their own, the supervisor is responsible for submission.

1. Navigate to SMIS (https://www.smis.doi.gov)
2. Select the **Supervisor** button under **DOI Supervisor Sign In**.
3. Enter your **Gov Email Address** then click **Next** and enter your password to sign in.

4. Under “Create New Accident Report”, click **New Report.**

5. Respond to the questions and explain the accident/injury.

    a. Select **YES** to the question "**Does the employee intend to file a Workers' Compensation Claim**?"

    b. Select **YES** to the question "**Is the employee incapacitated?**"

6. Once the accident report is complete, the agency compensation coordinator will be notified via email that they need to initiate a CA-1 in ECOMP on the employee's behalf.” (# 5 and 6 are guidance from https://www.smis.doi.gov/SMIS_Help/ecomp.html [accessed 02/25/2021])

Review of Injury and/or Worker’s Compensation Report

When an employee submits an injury, near miss/hazard, or exposure report, the employee’s supervisor must enter SMIS and complete the required information. In some cases, an email from SMIS may notify the supervisor that an employee has entered an injury. If provided, follow the instructions in the email.

1. Navigate to the SMIS site (https://www.smis.doi.gov)

2. Select the **Supervisor** button under **DOI Supervisor Sign In**.

3. Enter your **Gov Email Address** then click **Next** and enter your password to sign in.

4. To review a Worker’s Compensation report, associated with an employee’s injury report click on **OWCP Case Audit** in the left-hand menu.

5. The Collateral Duty Safety Coordinator or in some cases Regional Safety Manager will further review accident and injury reports. They should follow regional guidance on review procedures.

6. Upon completion of the supervisory portion of the injury/illness report, the claim is sent to the National Park Service (NPS) Southeast Region workers’ compensation coordinator. They will further process the claim and forward it to the U.S. Department of Labor Office of Workers’ Compensation Programs (OWCP) in Jacksonville, Florida. The claim will be reviewed, and the employee will be sent a worker’s compensation claim number.

7. After the worker’s compensation claim number is assigned, it is the employee’s responsibility to provide all medical documentation supporting the claim to the U.S. Department of Labor. This includes any medical reports, tests, and notes from hospitals and doctor offices where the employee was seen. The worker’s compensation program will provide further details on how and where to send documentation.

Specific Injury Reporting Guidance

Tick Bites and Tick-borne Illness

Given the prevalence of ticks throughout the Southeast Region, tick bite prevention should be incorporated into all field activities. See the NPS Southeast Region Safety Gram-Tick Prevention for more information (last accessed on 02/26/2021). Despite preventative measures, tick bites may occur during normal field-work activities. Tick bites themselves are considered a minor injury; however due to the potential for tickborne illness to develop later, they should be tracked in a local tick log (Appendix A) or entered in SMIS for future reference.

How to Report a Tick Bite

1. Follow tick removal procedures and administer basic first aid.
2. Report the tick bite to your supervisor immediately.
3. DO NOT submit a CA-1 injury or CA-2 illness report yet, as it will be denied by the Office of Workers Compensation (OWCP).
4. The supervisor should:
    a. Record the tick bite in a local tick log (Table A-1). OR
    b. Submit **an accident report** into SMIS.
        i. Sign into SMIS as a Supervisor
        ii. From the SMIS Main Menu for Supervisors click **New Report**
        iii. Respond to the series of questions and submit the report. Make sure the SMIS report is marked **First Aid/Non-OSHA Recordable.**
        iv. If an employee is diagnosed with a tick-borne disease, submit a CA-2 using the diagnosis as the illness date.
        v. If an employee seeks medical attention to have a tick removed due to an infection, submit a CA-1 for an injury report, not a CA-2 for illness.
        vi. Once a CA-1or CA-2is started the tick bite must be entered in SMIS as a recordable injury/ illness.

If unsure with how to report a tick bite, ask your park's Collateral Duty Safety Coordinator, or Regional Safety Manager. If a report is incorrectly submitted it may result in a denied worker's compensation claim.

Insect and Arachnid Bites, Insect Stings, and Allergic Reactions

These types of minor injuries are relatively common and do not require SMIS reporting unless the employee is allergic and requires immediate attention. If immediate attention is required or more than basic first aid is administered, follow the steps outlined above in number 2 of the "Employee" section

for “Reporting an Injury or Illness and Filing Worker’s Compensation Claim.” If time permits, seek a CA-16 form from the program manager, but do not delay emergency treatment to obtain this form. The number of bites/stings sustained may dictate if an injury report should be filed (1 yellow jacket sting vs 30 yellow jacket stings). Consult with your supervisor and Collateral Duty Safety Coordinator when in doubt.

It is good practice to keep a log (Table A-2)of all allergic reactions, insect or arachnid bites, or sting injuries, in case future treatment is needed. The log also provides a good insight into risk for this type of exposure for a given park or field activity. Though SMIS reporting is not required, it is good practice to enter a “near-miss” record in SMIS if the employee notes that any change to the activity could reduce the risk of exposure of insect bite or sting. For example, if after a sting an employee notes that the chance of multiple stings by yellow jackets can be reduced by first carefully surveying the sampling area for nest activity, a “near-miss” entry would be warranted as it was discovered than an alteration in behavior may prevent future injuries that ultimately could be quite serious. In such incidents, a brief “lessons learned” statement should be forwarded to the network safety coordinator and program manager before the record is entered in SMIS. The network program manager, supervisor, and safety coordinator should decide whether lessons learned warrant discussion at the next staff meeting and/or safety tailgate session. It is good practice to communicate immediate safety concerns with co-workers who may be involved in a similar activity.

Venomous Snake Bites

If an employee sustains a snake bite, it should be considered an injury that requires immediate medical attention. When the snake goes unseen, it is safest to assume the bite was from a venomous snake. The only exception to this is if the snake can be identified as non-venomous with 100% certainty and treated with basic first aid. When in doubt, seek medical attention. If time permits, seek a CA-16 form from the program manager, but do not delay emergency treatment to obtain this form.

The procedures for reporting a snake bite are the same as for reporting an injury and filing a worker’s compensation claim (see above).

Reporting a Near Miss or Hazard

Adapted from SMIS (https://www.smis.doi.gov/).

A near miss is defined as an unplanned/undesirable event which could have resulted in injury, illness, or property damage, but did not. Examples of a near miss include

- Hammer dropped from scaffolding
- Ladder almost falls over
- Truck nearly backs over co-worker
- Heat gun left on and unattended

Near misses are not for

- Any accident resulting in injury or illness
- Accident resulting in use of first aid
- Incident resulting in property damage
- Non-work-related close calls

A hazard is defined as an unsafe condition that can cause injury, illness, and death, and that currently needs attention. Examples of hazards include:

- Broken equipment, stairs or handrails
- Frayed electrical cords
- Unguarded machinery
- Leaks that could cause slips, trips or falls

Hazards are not for:

- Any incident resulting in injury or illness
- Temporary non-recurring conditions
- Exposure to chemical, biological or physical agents
- Tick bites, mosquitos, asbestos, or radon.

While Hazard and Near Miss reporting are not required in SMIS, reporting is encouraged. Anonymous reporting is acceptable. Supervisors should be alerted to all hazards and near misses regardless of entry into SMIS.

1. Go to the SMIS at https://www.smis.doi.gov
2. Select the **Employee** button under **DOI Employee Sign In**.
3. Enter your **Gov Email Address**, then press **Next**.
4. You will then be prompted to enter your existing password or, if it is your first time using SMIS, prompted to Send Verification Email. Follow instructions in the verification email to successfully sign into SMIS.
5. From the Employee Home Page, in the Near Miss/Hazard section click on **Near Miss/Hazard.**
6. Respond to the questions that correspond to Near Miss Event, or Hazardous Condition. Be as specific as possible.

7. Your supervisor and the collateral duty safety coordinator will be notified by email that a near miss or hazard report has been submitted.

Reporting an Exposure

Adapted from SMIS (https://www.smis.doi.gov/).

An exposure is an incident that has some probability of having a future effect on your health. Exposure concerns should be discussed with your supervisor and/or safety coordinator prior to submitting an exposure report in SMIS. The SMIS system provides more details on what constitutes "exposures" that should be reported.

1. Go to the SMIS (https://www.smis.doi.gov/).
2. Select the **Employee** button under **DOI Employee Sign In**.
3. Enter your **Gov Email Address**, then press **Next**.
4. You will then be prompted to enter your existing password or, if it is your first time using SMIS, prompted to Send Verification Email. Follow instructions in the verification email to successfully sign into SMIS.
5. From the Employee Home Page, in the Exposure section click **Report Exposure**.
6. Read all the information presented to confirm that you should complete the form.
7. Click **Yes** or **No** depending on if the listed criteria are met.
8. If you click **Yes,** respond to the questions regarding your exposure.
9. Your supervisor and the collateral duty safety coordinator will be notified by email that an exposure report has been submitted.

Additional Notes for Supervisors

1. If the employee does not fill out a report or if there is no loss of time, a supervisory report can still be filled out. Fill one out for any incident that requires a doctor's visit. It is advised to do this for injuries that might recur or cause issues later, regardless of whether work time was lost.
2. The SECN program manager and supervisors should call and conduct boards of review for serious or recurring incidents.
3. The SECN program manager and supervisors are held accountable for work injuries of their employees.

Other Circumstances

1. Death or a heart attack on the job requires an investigation. The National Park Service has eight hours to report deaths and heart attacks to the Federal Occupational Safety and Health (OSHA) office. The safety officer (either park or regional) is responsible for reporting these incidents and the supervisor should make sure the report is made within eight hours.

2. If OSHA is not notified within eight hours, jurisdiction of the investigation automatically transfers to OSHA, which will essentially shut down operations until the investigation is complete.

Literature Cited

National Park Service (NPS) Occupational Safety and Health Program, Reference Manual 50B. 2008. http://www.nps.gov/policy/RM50Bdoclist.htm (last accessed February 2021).

Jacobs, L. J. 2020. How to Navigate the Safety Management Information System (SMIS) and OSHA 300A Summary Report. National Park Service, Interior Region 2. Available at: https://doimspp.sharepoint.com/sites/nps-in2-imd-regions-ser/safety/Forms/AllItems.aspx?id=%2Fsites%2Fnps-in2-imd-regions-ser%2Fsafety%2FSMIS_OSHA_March_2020%2Epdf&parent=%2Fsites%2Fnps-in2-imd-regions-ser%2Fsafety&p=true&originalPath=aHR0cHM6Ly9kb2ltc3BwLnNoYXJlcG9pbnQuY29tLzpiOi9zL25wcy1pbjItaW1kLXJlZ2lvbnMtc2VyL0VZUGRjckJKdWo5Tm1DbHVpZnpDNDZvQlh0bVZzVU9uQjQ2djIzVDNONmh5elE_cnRpbWU9a2I5aERWbmEyRWc (last accessed March 2021).

Safety Management Information System (SMIS). 2021a. ECOMP Frequently Asked Questions. Available at: https://www.smis.doi.gov/SMIS_Help/ecomp.html (last accessed February 2021).

Safety Management Information System (SMIS). 2021b. SMIS Accident Report Guide. Available at: https://www.smis.doi.gov/SMIS_Help/index.html?fresh=54307139 (last accessed February 2021)

Safety Management Information System (SMIS). 2021c. Worker's Compensation Process. Available at: https://www.smis.doi.gov/SMIS_Help/owcp_guide.html?fresh=78575573 (last accessed February 2021)

EMPLOYEE ACCOUNTABILITY FORM

I certify that I read and am familiar with SECN Standard Operating Procedure 3.1.01 *Reporting of On-duty Injury and Illness—Version 5.0*.

I understand that lack of compliance with this SOP may result in disciplinary action.

_____

Name

_____

Date

Appendix A. Sample logs

Table A-1. Example tick bite log from Interior Region 2.

Date of Bite	Employee Name	Supervisors Name	Location of Tick Bite	How Many?	Date Embedded Tick Removed	Tick Engorged (Y/N)	Repellent Used (Y/N)	Type of Repellent	Type of Tick (If Known)	Location Working	SMIS Entry Date[1]
EX: 2 Oct 17	I M AWESOME	U R TWO	R upper thigh	1	2-Oct-17	N	Y	Deet	Deer	The Dark Forest in the Land of Oz	4-Oct-17

[1] SMIS Entry Date: Initiate an SMIS report when an employee is medically diagnosed with a tick-borne illness.

Table A-2. Example minor injury, sting log from.

Date of Incident	Employee Name	Supervisors Name	Location Working	Description of Minor Injury or Sting	SMIS Entry Date[1] If applicable
2 Feb 2012	B.L.E. Goat	G.R Uff	PARK	Stung in upper lip by a single yellow jacket. No immediate complications from the sting. Site of the sting was washed and iced immediately. During the dance to avoid the yellow jacket my right elbow sustained a small cut from green briar. The cut was cleaned, no further first aid was required.	

[1] SMIS Entry Date: Initiate an SMIS report as needed following SECN SOPs and regional guidance.