

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 6.0

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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 misses, hazards 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
06/04/2024	MC Parrish	Updated to reflect new SMIS system	DOI upgraded SMIS	6.0

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Introduction

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 JHAs related to your activities before beginning field work and review them each year. JHAs are available in the Safety folder located on the Southeast Coast Network (**SECN**) shared drive. Additional safety policy can be found in the [National Park Service \(NPS\) Reference Manual 50-B \(NPS 2023\)](#) and the Southeast Region (**SER**) Regional Directive: [SER-DIR-OSH-1 titled Workforce Safety, Health, and Wellness Plan](#).

The Safety Management Information System (**SMIS**) website is located at <https://smis.doi.net/>. SMIS help documents are available on the SMIS website (<https://smis.doi.net/SmisHelp>) and identify tasks for each user role (e.g., DOI employees, SOI supervisors, and Safety Managers). Additional guidance is available by contacting the SMIS help desk (email address and telephone number are available at the link above) or the regional safety manager (Jacobs 2020; 2024).

The following procedures have been adapted from guidance issued by the Department of Interior (**DOI**) SMIS, and Employees' Compensation Operations and Management Portal (**ECOMP**) and the regional safety manager SharePoint site (Jacobs 2024; DOI 2024a-b). The exact procedures for handling on-duty injuries, hazards, and exposures are subject to ongoing changes, and reference should be made to the SMIS, ECOMP, and regional safety manager SharePoint sites for the most up-to-date information. The SECN will update this SOP as changes to regional guidance, SMIS, and ECOMP warrant.

Remember: Always report injuries or illnesses that occur while on duty!

Reporting an Incident Resulting in Injury, Illness, or Property Damage, and Filing a Worker's Compensation Claim

Definition

INJURY: Any harm, hurt, or damage inflicted on the body by an external force or environmental factor.

Preliminary Notes:

- Report all injuries, even minor ones, in SMIS. If you are unsure how or if to report an injury, contact the SECN Collateral Duty Safety Coordinator (CDSC), SECN Program Manager or Regional Safety Manager.
- If an injury occurs in a park, notify your park contact and/or the park's CDSC of the injury. A park's CDSC is accountable for incidents in their parks, and it is important to alert them of incidents occurring in their park, so that they can investigate if needed. If you are unable to make contact with the park's CDSC, notify the park superintendent or deputy superintendent of the injury and that a report is being made.
- It is the responsibility of the employee to report injuries as soon as possible. However, if the employee is incapacitated and cannot complete the report on their own, the supervisor is responsible for report submission.
- Keep in mind that if the injury occurred at a specific park, that park's organizational code (as opposed to the SECN's code) must be used with reporting the injury into SMIS, as the injury report must be reflected on the hosting park's OSHA 300 Log. The Regional Safety Manager can change the org code as required.
- Supervisors DO enter incidents involving volunteers into SMIS. Volunteers do not have access to SMIS and should have a signed NPS volunteer agreement in place.
- Contractors, unless directly supervised by NPS, DO NOT get entered in SMIS. Direct supervision means they get paid by the organization they work for, but an NPS employee assigns day-to-day tasks, approves leave, and develops any type of performance appraisal. An injury to a contractor working under a professional service agreement DO NOT get reported into SMIS.
- CESU intern injuries DO NOT get reported in SMIS but should have their own injury reporting system.
- Other interns that are paid by the NPS with direct supervision from an NPS employee and who receive their day-to-day tasks from NPS DO get injuries reported into SMIS. SIP interns fall within this category.

- Additional supporting information on the injury reporting and follow up procedure can be found on the Interior Region 2 Regional Safety Manager SharePoint (Jacobs 2020). This information is now somewhat out of date but remains the best available resource as of publication.

Employee Role:

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 and copy Program Manager 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 prior to treatment, which allows for direct medical billing to the government. The form can be obtained from the SECN program manager (Brian Gregory: mark_gregory@nps.gov; 678-409-3671 or 706-206-3124), or from the hosting park's Administrative Officer (AO).

Form CA-16: Authorization for Examination and/or Treatment.

Form CA-16 is controlled property and requires the signature of the supervisor or someone else with signatory authority (e.g., superintendent, deputy superintendent, or possibly the park safety officer). Do not delay urgent medical attention to obtain the form. If necessary, billing or reimbursement for medical costs can be handled after the injury or illness, during the workers' compensation claim process.

1. As soon as possible (ideally, prior to treatment), the employee should file a report on SMIS.
 - a. Navigate to <https://smis.doi.net> and go to the Report Incident tab.
 - b. Read the provided information and determine if you have a reportable injury.
 - c. Proceed to enter your report. Do not report an incident for another employee. A supervisor may report an incident on behalf of another employee.
 - i. **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.
 - ii. Remember that if the incident occurred in a park, then the incident needs to be assigned under the park's code, not the SECN's. If the incident occurred at SECN's headquarters or while traveling between parks, it is handled by the employee's supervisor and SECN's CDSC.
 - iii. Notify supervisor and park contacts before submitting an injury.
 - d. Your supervisor and the CDSC will be notified by email that an injury report has been filed.

- e. 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 in the ECOMP system. It is through ECOMP that the CA-1 for injury or CA-2 for illness/disease will be completed.

Form CA-1: Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation.

Form CA-2: Notice of Occupational Disease and Claim for Compensation.

- f. Follow all instructions in ECOMP to complete the submission of the claim.
- g. 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.
 - i. Both the SMIS and ECOMP sections must be completed, however, supervisors must complete their portion in ECOMP within five days.
- h. The supervisor, CDSC, 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) Regional 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.

Supervisor Role:

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

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 <https://smis.doi.net> and sign in as a supervisor. Go to the Report Incident tab.
2. 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?**"
3. 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."

Review of Injury and/or Worker's Compensation Report

When an employee submits an injury/illness/property damage incident, 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 a report. If provided, follow the instructions in the email.

1. Navigate to <https://smis.doi.net> and sign in as a supervisor. Go to the Report Incident tab.
2. To review a Worker's Compensation report, associated with an employee's injury report click on **OWCP Case Audit** in the left-hand menu.
3. The CDSC or, in some cases, Regional Safety Manager will further review accident and injury reports. They should follow regional guidance on review procedures.
4. Upon completion of the supervisory portion of the injury/illness report, the claim is sent to the 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.
5. 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.

Reporting a Near Miss or Hazard

SMIS: <https://smis.doi.net/>

Definition

NEAR MISS: An unplanned or undesirable event that had *the potential* to result in injury, illness, or property damage, but did not do so.

Examples of a near miss:

- Hammer dropped from scaffolding.
- An alligator lunges at an employee working near water but does not actually make contact.
- Truck nearly backs over employee.
- Heat gun left on and unattended.

Near misses are not:

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

Definition

HAZARD: An unsafe condition in immediate need of correction because of its potential to cause injury, illness, and/or death.

Examples of hazards:

- Broken equipment, stairs or handrails.
- An alligator that approaches people because it is conditioned to expect to be fed.
- Unguarded machinery.
- Leaks that could cause slips, trips or falls.

Hazards are not:

- Incidents 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. To report a near miss or hazard, visit SMIS and navigate to the Near Miss / Hazard Tab.
2. Read the provided information and determine if you have a reportable near miss or hazard.
3. Proceed to enter your report and submit it.
4. Your supervisor and the CDSC will be notified by email that a near miss or hazard report has been submitted.

Reporting an Exposure

SMIS: <https://smis.doi.net/>

Definition

EXPOSURE: An incident that has some probability of having a future deleterious effect on one's health.

Examples of exposures:

- Chemicals are accidentally splashed on a lab worker's skin.
- A tick is found attached to the skin of a field worker.
- Workers using power tools that exceed safe noise levels and durations.

Exposures are not:

- A lab worker uses chemicals while wearing proper PPE.
- A tick is found crawling on a field worker but has not attached itself.
- A worker walks past a loud construction site.

Discuss exposure concerns with your supervisor and/or safety coordinator prior to submitting an exposure report in SMIS. The SMIS system also provides clarification on what constitutes reportable exposures; to review that information, click on Page Help under the Exposure tab in SMIS.

1. To report an exposure, visit SMIS and navigate to the Exposure tab.
2. Read the provided information and determine if you have a reportable exposure.

3. Proceed to enter your report and submit it.
4. Your supervisor and the CDSC will be notified by email that an exposure report has been submitted.

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.

Specific Injury Reporting Guidance

Tick Bites and Tick-borne Illness

Tick bites (i.e., attached ticks) are a common occupational exposure risk encountered by SECN personnel. Workers should review [SER Tick Safety Training](#) more information. Despite preventative measures, tick bites may occur during normal field-work activities. Tick bites (attached tick) are considered an exposure and should be entered into SMIS as such. Unattached ticks are not considered an exposure.

If medical attention beyond first aid is needed, the tick bite may be entered as a workers' compensation claim in the ECOMP system. Further guidance on medical care reimbursement related to a tick bite may be found in RM-50B, chapter 55.

Employee role:

1. Check for attached ticks immediately following field work each day. If an attached tick is discovered, remove the tick and administer first aid if needed.
2. Report the tick bite to your supervisor.
3. Visit the SMIS portal and submit an exposure report (see section above: Reporting an Exposure). At this point, 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).
 - a. If the exposure becomes a confirmed diagnosis, notify your supervisor to convert your exposure record into an occupational illness.

Supervisor role:

1. If an employee is diagnosed with a tick-borne disease, submit a CA-2 using the diagnosis as the illness date.

2. 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.
3. Once a CA-1 or CA-2 is started the tick bite must be entered in SMIS as a recordable injury/illness.

If uncertain how to report a tick bite, consult SECN's or the park CDSC 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 requires medical attention beyond first aid. If medical 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 CDSC when in doubt.

Venomous Snake Bites

If an employee sustains a snake bite, it should be considered an injury that requires immediate medical attention. If the snake species is not identified with 100% certainty, assume the bite may have been from a venomous snake, in which case immediate medical attention should be sought. If medical attention is sought, the bite should be reported as an injury. If the snake can be identified as non-venomous with 100% certainty, the bite can usually be treated with first aid and reported as an exposure.

If medical care is sought, seek a CA-16 form from the program manager if time permits. However, 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).

Circumstances involving Death or Cardiac Arrest

1. A 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 and Important Links

- Jacobs, L. J. 2020. How to Navigate the Safety Management Information System (SMIS) and OSHA 300A Summary Report (internal NPS resource). Available online at: https://doimspp.sharepoint.com/:p:/r/sites/IR2Safety/_layouts/15/Doc.aspx?sourcedoc=%7B2AAF7801-C1FA-46A8-BBDC-0B0606FE6C50%7D (last accessed August 2024).
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- U.S. Department of the Interior (DOI). 2024. **ECOMP**: Employees' Compensation Operations & Management Portal (ECOMP). Available online at: <https://www.ecomp.doi.gov/> (last accessed August 2024).

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 6.0*.

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

Name

Date
