



## **WORKSITE INCIDENT POLICY & PROCEDURES**

All program related incidents involving participants in WorkReady programs shall be reported in accordance with this policy.

### **What is Considered an Incident?**

- Program sites and providers must report all accidents, injuries or illness experienced by participants that occur while they are partaking in a WorkReady program.
- Additionally, program sites should also report any *unusual or out of the ordinary* experience that occurs and that involves participants while they are in a WorkReady program. Such incidents may include, but are not limited to, uncomfortable or negative interactions between participants and staff, unauthorized absence (e.g., walking off the program site), fights or threatening behavior. When in doubt, program sites and providers should complete an incident report and contact their PYN representative.

### **Authority and Responsibility for Incident Reporting**

*The WorkReady Participant is responsible for:*

- Reporting unsafe conditions to worksite/program site supervisors;
- Immediately reporting any incident to their program site supervisor or provider contact first and if not resolved to PYN's HR Administrator;
- Immediately reporting any incident to their worksite/program supervisor and/or provider contact first. If need then contact PYN's HR Administrator;
- For medical emergencies, informing the emergency room that it is a work related accident and that he/she is an employee at the Philadelphia Youth Network so that the facility directly bills PYN;
- If he/she is billed directly for any reason, forwarding the bill to PYN's Human Resources Department immediately.

*The Worksite/Program site is responsible for:*

- Calling 911 and the participant's emergency contact for incidents that require immediate medical attention;
- Always using the "buddy" system when obtaining medical attention by having an adult escort the injured participant to receive medical treatment;
- For medical emergencies, inform the emergency room that it is a work related accident and the youth participant is an employee at the Philadelphia Youth Network so the facility directly bills PYN;
- If medical treatment is required, ensure that the participant follows the workers compensation policy.
- Supporting Provider and PYN staff to respond to and investigate all program-related incidents involving WorkReady participants on its site(s);
- Requesting assistance from the Provider to investigate incidents, as needed;
- Completing the WorkReady Incident Report (if there is an injury being reported, ensure that all required information is provided) and submitting it to the Provider immediately, but no later than 24 hours following any incident;
- Providing any requested follow-up information including the name and contact information for witnesses and return to program date; and
- Resolve any action items or outstanding request provided by Provider and/or Philadelphia Youth Network, if appropriate.



*The Provider is responsible for:*

- Acting as liaison between the program site and PYN staff;
- Ensuring that the Program site is following workers compensation policy;
- Communicating with and assisting PYN staff with investigations, as requested;
- Reporting and executing corrective action on unsafe worksite/program site conditions and notifying PYN representative of action taken or requesting assistance to resolve an issue;
- Submitting incident form to PYN immediately upon receipt from worksite/program site, but no later than 24 hours following any incident;
- Share with PYN any identified action items required to be addressed by worksite/program site.

*PYN Staff is responsible for:*

- Reporting all incidents to immediate supervisor and PYN's Human Resources department;
- Ensuring that Providers are complying with workers compensation policy;
- Tracking all incident reports that are received from providers;
- Compiling relevant information and providing it to PYN HR to support incident resolution.
- Will share with Provider and/or worksite/program site any action items or next steps, if applicable.

*PYN Human Resources is responsible for:*

- Advising PYN staff and providers about appropriate procedures in an emergency situation; Report work related injuries to workers compensation carrier and follow-up with workers compensation policy communication with participant and guardian if applicable.