

2009 Parents and Friends Critical Incident Analysis

2009 Incident Summary

Of 16 total incidents documented:

- 6 (37%) happened at the Thrift store
- 6 (37%) happened at the Annex
- 3 (19%) happened in the community
- 1 (6%) happened in the administrative offices

- 4 (25%) resulted in no injury
- 2 (12.5%) required 1st Aid
- 10 (62.5%) required Doctor's visits and workers compensation

2008 Incident Summary:

Of 18 total incidents documented:

- 14 (78%) happened at the Thrift store
- 2 (11%) happened at the Annex
- 1 (5.5%) happened on the Group Employment Crew
- 1 (5.5%) happened in the 24/7 support program

- 5 (28%) resulted in no injury
- 5 (28%) required 1st Aid
- 7 (39%) required Doctor's visits and workers compensation
- 1 (5%) resulted in death

2009 Causes:

Of 4 incidents resulting in no injury:

- 1 (6%) of them were trip and fall injuries
- 3 (19%) of them were seizures

Of 2 Incidents requiring 1st Aid:

- 1 (6%) was a cut finger
- 1 (6%) was a bumped face

Of 10 incidents requiring Doctor's visits and Workers

Compensation:

- 2 (12.5%) were dog bites
- 2 (12.5%) were strains or sprains resulting from lifting and carrying
- 3 (19%) were strains or sprains resulting from activity other than lifting/carrying
- 2 (12.5%) were trip and fall injuries
- 1 (6%) was seizure related

2008 Trends:

- 22% of incidents resulted from tripping hazards

- 17% of incidents resulted from poor lifting/loading practices
- 58% of incidents were documented at the Thrift Store
- 33% of incidents were back strains
- 17% of incidents were finger injuries

2009 Trends:

- 37% of incidents were documented at the Thrift Store
- 37% of incidents were documented at the Furniture Annex
- 25% of incidents were seizures
- 19% of incidents were strains or sprains resulting from activity other than lifting/carrying
- 12.5% of incidents were dog bites

Actions for Improvement:

- Increase awareness about dog safety
- Continue to train all staff in CPR/1st Aid, increase seizure awareness
- Training for safe lifting and unloading to be conducted at all sights in all departments
- Training for identification and removal of tripping hazards to be conducted at all sights in all departments

Results since last report (1/09):

- Incidents seem to have decreased slightly from 18 documented incidents in 2008 to 16 documented in 2009. In considering this it is important to note that in 2009 4 incidents that did not result in any injury were documented. If the number of incidents actually resulting in injury is compared, there are 13 in 2008 and 12 in 2009 showing a slight decrease.
- Documentation procedures seem to have improved with a more even number of incidents being reported per department.
- Moving and lifting trainings seem to have worked to reduce incidents having to do with moving and lifting procedures from 33% in 2007, to 17% in 2008, to 12.5% in 2009.
- Diligence on the part of safety committee members towards the identification and removal of tripping hazards at the Thrift Store seems to have helped to reduce percentage of trip and fall incidence from 33% in 2007, to 22% in 2009 to 12.5% in 2009, and can be seen in action by the amount of reported trip and fall hazards that were addressed before an injury occurred.

Necessary Education and Training of Personnel:

- Safe lifting/moving

- Dog awareness
- Seizure awareness
- Identification and removal of tripping hazards
- Use of protective gear such as gloves, back braces and mechanical means of moving and lifting

Prevention of Recurrence:

- Continue regular trainings and inspections
- Increase training and inspections on certain subjects in specific departments

Internal and External Reporting Requirements

- All special incidents resulting in Doctor's visits involving persons served will be documented with a SIR form
- All inspections (internal and external) will be followed by a written report
- All trainings will be documented regarding who was in attendance and what subjects were covered.

