

## Supervisor FAQ

1. Why do I have to investigate every incident?
  - a. Employees and supervisors are the first line of defense to correct any potential issues or enact any procedures that will help ensure a safe environment.
2. How quickly do I need to complete the incident review/investigation?
  - a. We encourage you to complete this within 48 hours
3. Does every incident need to be filed through the reporting and submitting system?
  - a. Yes. This system is designed to record and track all incidents and near misses here at the University. It is used for University of Rochester employees, temporary employees/contractors, visiting professors, and UR students. There are separate links depending upon your affiliation.
4. What is the overall process of the reporting and submitting system?
  - a. Employee completes and submits incident form.
  - b. The supervisor reviews the incident and initiates a review/investigation to help reduce the chance of similar incidents from happening to someone else.
  - c. Environmental Health and Safety reviews and assists the supervisor with the investigation.
  - d. Corrective actions or changes are implemented if needed.
5. How will I know that an incident has been submitted and an investigation is required?
  - a. You will receive an email with a direct link to the Supervisor Investigation page and links the EHS website providing detailed instructions and how-to videos.
6. Can I use any web browser?
  - a. Although the website will open on any web browser, some windows or layouts might be compromised. We recommend using Google Chrome, Safari, Internet Explorer, or Microsoft Edge.
7. Does each page save automatically?
  - a. No. Each page must be saved by clicking save in the top left corner.
    - i. Many databases automatically save information as inputted, this one does not.
8. Am I allowed to add notes and comments to the incident filed by the employee?
  - a. Yes. Supervisors are allowed to add their own comments and surrounding details to the incident report after it is filed. The original incident report submitted by the employee, will be retained as a permanent record and unable to be changed.
  - b. Note: You CANNOT cut and paste external documents into the application. You must type directly into the application and use the look up tables and the trees to select your field choices.

9. Am I able to print out the incident report?
  - a. Yes. When you click the action button at the top next to the save button, there is a "Print Form" button that will generate a print friendly copy of the whole report.
  
10. Am I able to view previously submitted incident reports?
  - a. Yes. Supervisors can see all events that are assigned to them.
  - b. Employees will only be able to view the report that they filed.
  
11. What if the employee is physically unable to fill out the incident report?
  - a. It is possible to have the Supervisor or department designated safety person fill out the incident form. Simply fill it out using the employee's information and the report will go to the injured employee's direct Supervisor, not the individual submitting it.
  
12. Why can't employees designate that a copy of their incident report be sent to someone else in the department?
  - a. Incident reports are no longer sent via email, but maintained electronically in the new system.
  - b. The supervisor of record based on the information in the HRMS system automatically receives notification of all incidents reported and can print a copy of the report for someone else in the department upon request.
  
13. Why are we changing the reporting system?
  - a. The previous software is 17 years old and is no longer supported, nor automated. The new system will allow for more accurate data collection and reporting. We have been working very closely with the provider to fit our needs as a University.
  
14. What are the benefits of this new system?
  - a. There is an electronic record of all submitted reports
  - b. For supervisors, this system reports the injury to the supervisor. In addition, the incident investigation component helps the supervisor determine and document what can be done to help reduce the likelihood that a similar incident could occur in the future, either to the same employee or to someone else. The Findings & Actions section of the incident investigation also sends emails to the people responsible for implementing corrective actions, so these are documented and the supervisor can keep track of them.
  
15. Where can I find help with the system or for more information?
  - a. Call the Environmental Health & Safety at 585-275-3241. There are detailed instructions found at the left side of the page at [www.safety.rochester.edu/SMH115.html](http://www.safety.rochester.edu/SMH115.html) .