


<b>POLICY TITLE:</b>		<b>Employee Unusual Incident Reporting</b>	
		<b>CHILD AND FAMILY SERVICES AGENCY</b>	
<b>Approved By:</b>	<b>Date Approved:</b>	<b>Original Effective Date:</b>	<b>Last Revision:</b>
Tanya T. Trice	September 16, 2023	June 29, 2011	August 3, 2023

<b>I. AUTHORITY</b>	<a href="#">DCMR 29-322 (Notice ID R0005498, Reporting Unusual Incidents)</a> <a href="#">D.C. Code § 4-1303.03 (a-1) (8), (9) (Duties and Powers of the Director)</a> .
<b>II. APPLICABILITY</b>	All Child and Family Services Agency (CFSA) employees, contractors, interns and volunteers.
<b>III. RATIONALE</b>	When incidents including, but not limited to, the loss of personal or CFSA property, work-related injuries and accidents, or other events that are different from a regular, routine or established procedure, CFSA has established guidance for reporting these unusual incidents. Failure to report unusual incidents may present a safety risk to individuals and may contribute to serious liability issues for CFSA. To ensure that these incidents are reported in a timely manner for appropriate follow-up, CFSA requires employees to adhere to the reporting procedures within this policy, which are also applicable to contractors, interns and volunteers.
<b>IV. POLICY</b>	It is the policy of CFSA that employees report all unusual incidents immediately to their supervisor or designee and submit a report through <a href="#">Erisk.dc.gov</a> .  Criminal acts, incidents that may be deemed a financial liability to CFSA, or incidents that may present a safety risk, shall be reported to the Director of CFSA, Deputy Directors, Risk Officer, Office of the Inspector General, and law enforcement officials within 24 hours or the next business day.
<b>V. CONTENTS</b>	<ul style="list-style-type: none"> <li>A. Definition of an Employee Unusual Incident</li> <li>B. General Procedures for Filing Employee Unusual Incidents</li> <li>C. Role of The CFSA Risk Officer</li> <li>D. Role of The Supervisor or Next in The Chain of Command</li> <li>E. Role of CFSA's Office of Human Resources Administration</li> <li>F. Unusual Incident Reports Resulting in an External Investigation</li> </ul>
<b>VI. SECTIONS</b>	<p><b>Section A: Definition of an Employee Unusual Incident</b></p> <p>An employee unusual incident is defined as any unplanned event that may result in harm or property damage while a CFSA employee, contractor, intern or volunteer is on official duty executing the responsibilities and duties of the job, using Agency offices, property, government vehicles, or Agency-approved personal vehicles for official Agency business. Unusual incidents may include, but are not limited to, the following examples:</p> <ol style="list-style-type: none"> <li>1. Illegal possession or use of alcohol, drugs or other substances by an employee while on official duty and executing their responsibilities and duties, including at an Agency office or any field location</li> </ol>

	<ol style="list-style-type: none"> <li>2. Death of an employee while on official duty or death of a visitor at CFSA offices or any field location</li> <li>3. Employee misconduct, fraud, or abuse</li> <li>4. Theft or destruction of property</li> <li>5. Fire or bomb threats</li> <li>6. Motor vehicle accidents</li> <li>7. Injury of an employee that occurred while at a CFSA location or another off-site location</li> <li>8. Possession of firearms such as handguns and rifles (excluding possession by law enforcement personnel while executing their official duties)</li> <li>9. Unauthorized disclosure of any case-related information</li> <li>10. Any incident requiring the involvement of law enforcement authorities, fire, rescue units</li> </ol>
	<p><b>Section B: General Procedures for Filing Employee Unusual Incidents</b></p> <p>The Employee Unusual Incident Report is part of the official record of the incident and ensures that the Agency is informed of any unusual incident that may require immediate attention.</p> <ol style="list-style-type: none"> <li>1. All employee unusual incidents (whether they occur in the office, in the community, or while teleworking) shall be reported before the end of the employee's shift or the next business day, if the employee is not hurt and is physically able to do so. ERisk reporting is available 24 hours per day, seven days per week at <a href="http://Erisk.dc.gov">Erisk.dc.gov</a>.</li> <li>2. Any employee who witnesses or has direct knowledge of an unusual incident shall report it to their supervisor or designee by telephone or email and complete an ERisk Report within 24 hours of the incident or the next business day.</li> <li>3. The Employee Unusual Incident Report must detail all information related to the incident.</li> <li>4. The report may generate an investigation by CFSA's Risk Officer (RO). The CFSA RO shall be the point of contact for coordination of all criminal investigations involving CFSA and law enforcement agencies and will be responsible for forwarding all necessary documents and information to the appropriate parties, in consultation with the CFSA Office of the General Counsel (OGC).</li> <li>5. An employee shall participate in the investigation of the unusual incident at the direction of the RO and CFSA's OGC.</li> </ol>

6. The Unusual Incident Report filed in ERisk shall include a summary of actions taken by managerial officials regarding the unusual incident, and any corrective measures taken to prevent recurrences (immediate and long-term). The report shall be reviewed by the District of Columbia Office of Risk Management (DCORM) and DCORM shall disseminate copies of the report to the appropriate parties and administrations.
7. If it is determined by the DCORM that additional information is needed, the DCORM will request that the employee submit a follow-up report within 72 hours after the occurrence of the initial incident. The DCORM will incorporate into the report any information received after that timeframe. Administrators shall ensure that follow-up reports are submitted to relay subsequent information and actions.
8. When an employee unusual incident occurs during an employee's tour of duty, on weekdays, weekends, holidays and while teleworking, the employee shall report the incident through ERisk before the end of the employee's shift or the next business day if they are physically able to do so. If the employee is unable to submit a report, their supervisor can initiate the report. If the unusual incident constitutes an employee emergency, CFSA's security is directed to call the following individuals until a response is received:
  - a. Risk Officer at (202) 727-7090
  - b. Human Resources Administration at (202) 724-7373
  - c. Chief Administrative Officer at (202) 715-7807
9. If the unusual incident involves an emergency impacting a CFSA building, security is directed to call the following individuals until a response is received:
  - a. Risk Officer at (202)727-7090
  - b. Facilities Supervisor at (202)664-0791
  - c. Chief Administrative Officer at (202)715-7808
10. If the unusual incident involves the security of computer systems or information technology (e.g., the loss, theft or damage of any device containing CFSA information), the RO shall confer with the CFSA Child Information System Administration (CISA) and the Administrative Services Administration (ASA) to determine the appropriate action.
11. If the unusual incident concerns an employee's involvement in an accident with an Agency vehicle or Agency-approved personal vehicle while performing work-relating duties, CFSA's Human Resources Administration (HRA) shall be notified by the employee's supervisor or next in the chain of command to schedule a required drug and alcohol test or from the ASA to complete a drug and alcohol test immediately or within 24 hours of the incident, as directed by the HRA. If the employee is not harmed and is physically able to be tested and need assistance with completing a drug and alcohol test, the employee's supervisor or next in the chain of command shall assist with ensuring the tests are completed by the employee.

	<p><b>Section C: Role of The CFSA Risk Officer</b></p> <p>The purpose of the CFSA's RO is to help prevent, eliminate and reduce conditions and practices that present a potential risk of harm or loss. The CFSA RO will:</p> <ol style="list-style-type: none"> <li>1. Ensure that the Agency's director or designee is contacted by telephone or email immediately following an employee unusual incident, if needed.</li> <li>2. Monitor the incident reporting process for compliance and determine if implementation of corrective action is needed.</li> <li>3. Participate in investigations and assist management as necessary.</li> </ol>
	<p><b>Section D: Role of the Supervisor or Next in The Chain of Command</b></p> <ol style="list-style-type: none"> <li>1. If an employee experiences an unusual incident, and is physically able, they shall notify their supervisor of the incident and file a report in ERisk.</li> <li>2. Once an incident is logged into ERisk by the employee and submitted, the supervisor, or next in the chain of command, will be notified by DCHR of their review and resolution to the employee's unusual incident. The supervisor or next in the chain of command shall contact the Deputy Director immediately upon knowledge of any of the following incidents: <ol style="list-style-type: none"> <li>a. death of an employee on official duty or a visitor while on District Government premises</li> <li>b. employee misconduct, fraud, or abuse</li> <li>c. any incident requiring the involvement of law enforcement authorities, fire, or rescue units</li> </ol> </li> <li>3. When necessary, supervisors, managers, and administrators will participate in investigations.</li> <li>4. The supervisor, or next in the chain of command, will ensure that the employee completes a drug and alcohol test within 24 hours of an incident involving the illegal possession or use of alcohol, drugs or other substances.</li> </ol>
	<p><b>Section E: Role of CFSA's Office of Human Resources Administration</b></p> <p>The CFSA HRA plays an integral role in the unusual incident reporting process. The HRA will complete the following tasks:</p> <ol style="list-style-type: none"> <li>1. Notify the appropriate chain of command (e.g., supervisor, program manager, administrator, deputy) within 24 hours of receipt of an employee unusual incident report if the report merits placing an employee on administrative leave pending the outcome of an investigation.</li> <li>2. When applicable, notify the ASA and CISA to suspend service to the employee's Agency-issued devices (e.g., cell phone, laptop, tablet), and suspend access to Agency software applications.</li> <li>3. Provide support and counseling through the Employee Assistance Program.</li> </ol>

	<ol style="list-style-type: none"> <li>4. Request appropriate documentation from the unusual incident investigation and maintain a copy in the personnel file.</li> <li>5. If the employee is involved in a motor vehicle accident, and is not harmed, HRA will coordinate testing for illegal drug and alcohol use immediately or as soon as possible within 24 hours of the incident.</li> </ol>
	<p><b>Section F: Unusual Incident Reports Resulting in an External Investigation</b></p> <ol style="list-style-type: none"> <li>1. Employee unusual incidents may involve law enforcement officials and other external investigative entities. Employee unusual incidents that may require the involvement of law enforcement officials or other investigative entities include but are not limited to the following situations: <ol style="list-style-type: none"> <li>a. serious or suspicious injuries to employees in the performance of CFSA official business</li> <li>b. illegal possession, use or distribution of alcohol, drugs or other substances by an employee during the performance of CFSA official business</li> <li>c. employee misconduct, fraud, or abuse</li> <li>d. theft of government property</li> <li>e. illegal possession of firearms used to cause harm or injury</li> <li>f. any incident requiring the involvement of law enforcement authorities, fire or rescue units</li> </ol> </li> <li>2. When such incidents occur, CFSA's RO will ensure the following procedures are implemented immediately: <ol style="list-style-type: none"> <li>a. Notification to CFSA's OGC.</li> <li>b. Notification to the Agency Director and Office of Inspector General (OIG).</li> <li>c. Notification to the Metropolitan Police Department (MPD).</li> <li>d. Relocation of an employee pending an internal or criminal investigation by the Protective Service Division (PSD), MPD or OIG, as deemed necessary by the RO, in consultation with CFSA's HRA. Relocation may include such actions as reassignment, detail, or suspension (other instructions may come from PSD, MPD or OIG based on the individual circumstances of an investigation).</li> <li>e. Completion of an internal investigation by CFSA's RO.</li> </ol> <p><b>Note:</b> CFSA staff shall not conduct an internal investigation prior to notifying CFSA's OGC and CFSA's RO. This includes taking statements or interviewing witnesses or victims. Staff will only gather the information that is required for the completion of an ERisk Report.</p> </li> </ol>