

Louisiana State University

Facility Services

Operating Instruction 2502

Revision: July 31, 2025
Effective Date: August 1, 2025
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SUBJECT: Incident Reporting

I. General

The purpose of this Operating Instruction is to establish a standardized procedure for reporting and documenting all incidents within Facility Services, including property damage, near-miss incidents, and employee injuries. Timely and accurate reporting ensures appropriate medical treatment, thorough investigation, corrective action, and compliance with university policies and regulatory requirements.

II. Scope

This instruction applies to all LSU Facility Services employees and contractors who experience or witness incidents including, but not limited to:

- Injuries or illness
- Property damage
- Chemical spills or exposure
- Fire or electrical hazards
- Workplace violence or criminal activity
- Unsafe working conditions or practices

III. Responsibilities

1. Employees

- Responsible for reporting all incidents to their supervisor in a timely manner and maintaining contact with their supervisor for the duration of their recovery or claims process.

2. Supervisors

- Responsible for ensuring that employees report incidents in the appropriate manner.
- Responsible for reporting the incident to Facility Services Administration.
- Maintains regular communication with the injured employee regarding their condition, work status, and return to work plans. Coordinates with LSU Risk

- Management and HR as needed.
- Assist LSU EHS with the investigation process.

LSU EHS

- Initiates investigation to determine root cause and recommends corrective or preventative actions.

IV. Non-Emergency Injury Reporting Procedure

1. Ensure immediate safety
 - Call 911 or LSU PD (225-578-3231) for emergencies.
 - Provide first aid or medical assistance if trained and it is safe to do so.
 - Evacuate the area if necessary.
2. Report the incident to your direct supervisor
 - Supervisors should report the injury to Facility Services administration.
3. Call the LSU CorVel 24-hour employee injury call line.
 - Employee talks to the CorVel nurse privately to discuss the injury and for the nurse to collect basic information from the employee.
 - A nurse will talk with the employee about their injury and determine the employee's immediate care needs.
 - The nurse will direct the employee of where to seek medical treatment, if needed.
 - The CorVel Intake Script and Incident Reporting Flow Chart are included at the end of this document
4. Medical Treatment
 - During normal working hours, employees should go to Total Occupational Medicine on Drusilla Lane for non-emergency medical treatment.
 - After hours, employees should go to Lake After Hours on Drusilla Ln.
 - Employees should obtain written return to work instructions from the treating physician during their medical visit.
5. After Care
 - An adjuster from CorVel will contact the employee to walk them through the steps of the process.
 - During an absence from work, the employee must maintain contact with their supervisor on a weekly basis and adhere to all applicable policies.
 - LSU Environmental, Health and Safety will contact the employee to gather information on the details of the incident.

- V. Emergency Injury Reporting Procedure-** Injuries that require emergency treatment include but are not limited to excessive bleeding, broken bones, deep wounds, loss of consciousness, dizziness, significant burns, loss of sight or hearing.

1. Call 911 or LSU Campus Police 225-578-3231
 - If there is any uncertainty on whether or not an injury is an emergency, do not hesitate to call 911.
 - The employee's coworker should report the incident to their supervisor.
 - If the employee did not have a coworker, the LSU Police should report the incident to Facility Services.
2. Receive medical attention
3. Reporting
 - Reporting should be done after medical treatment and when the employee is physically capable.
 - If the employee is unable to complete the call timely, then the employee's supervisor or department should call the LSU CorVel injury call line to report the injury
4. After Care
 - An adjuster from CorVel will contact the employee to walk them through the steps of the process.
 - During an absence from work, the employee must maintain contact with their supervisor on a weekly basis and adhere to all applicable policies.
 - LSU Environmental, Health and Safety will contact the employee to gather information on the details of the incident.

VI. Property Damage

1. Call LSU Police 225-578-3231
 - Stay where the property damage happened, do not leave the area
2. Gather Information
 - Collect the police report number from LSU Police.
 - Take pictures of the property damage.
3. Report to your supervisor
 - Contact your supervisor
 - Supervisors should report the property damage to Facility Services Administration
 - Supervisors should report the property damage to the Project & Environmental Manager.
 - The Project & Environmental Manager will report the property damage to Risk Management
 - Supervisors should report the property damage to LSU Environmental, Health & Safety.

VII. Auto Accident

1. Call 911 or LSU Police 225-578-3231
 - Stay where the auto accident happened, do not leave the area.
2. Gather Information
 - Collect the police report number from LSU Police.
 - Take pictures of the auto accident.
 - Gather information from the other driver if possible.
3. Report to your supervisor
 - Contact your supervisor
 - Supervisors should report the property damage to Facility Services Administration
 - Supervisors should report the property damage to the Project & Environmental Manager.
 - The Project & Environmental Manager will report the property damage to Risk Management
 - Supervisors should report the property damage to LSU Environmental, Health & Safety.

VIII. Record Keeping

1. LSU Environmental Health & Safety (EHS) will retain Incident reports and investigation findings for a minimum of five (5) years.

IX. Contact Information

LSU Risk Management:

Email: riskmanagement@lsu.edu

Phone: 225-578-3297

Website: <https://lsu.edu/riskmgt/index.php>

LSU Environmental Health & Safety

Email: lsuehs@lsu.edu

Phone: 225-578-5640

Website: <https://www.lsu.edu/ehs/index.php>

LSU Police

Phone: 225-578-3231

Website: <https://lsu.edu/police/index.php>

- X. The following **CorVel Intake Script** includes information provided to callers and questions that will be asked to callers.

The Triage (Nurse) will greet the caller, provide information, and ask the following questions:

- Explain Triage Process including HIPPA protections
- Discuss prior medical history
- Gather brief description of Injury
- Assess severity of Injury (mild, intense, severe, etc.)
- Provide recommendation of care (first aid, urgent care, hospital, etc.)
- Offer Follow-up Call from Nurse

The caller will need to provide the following personal information:

- Full Name
- Sex (Gender)
- Home/Mailing Address
- Phone Number
- Date of Birth
- SSN

The caller will need to provide the following job-related information:

- Date of Hire
- Job Title
- Rate of Pay
- Work Schedule
- Department
- Occurrence/Treatment (Claim Representative)

- Date of Injury
- Time of Injury
- Time Employee began work
- Date supervisor was notified
- Last Day Worked
- Description of Injury
- Affected Body Part(s)
- Location of Injury
- Did the injury occur on employer's premises?
- Type of injury
- Is the injury work-related?
- Witness Name & Phone Number (if applicable)
- Were safeguards or safety equipment provided? Were they used?

- Employer Information (Claim Representative)

- Name of Employer **LSU**
- City of Employer **Baton Rouge**
- State of Employer **Louisiana**
- Zip code of Employer **70803**
- Supervisor's name
- Supervisor's phone number

XI. Incident Reporting Flow Chart

