COLLATERAL DUTY SAFETY OFFICER INITIAL TRAINING

Module 4: Reporting Hazards and Incidents

Student Guide

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Module 4: Reporting Hazards and Incidents

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Syllabus

Title

CDSO-110, Collateral Duty Safety Officer Training
- Module 4: Reporting Hazards and Incidents

Length of Course

2-Day (16-hour) course

Mission and Purpose

The role of the CDC Collateral Duty Safety Officer (CDSO) is to assist employees with the submission of accurate, complete, and timely incident reports. This section will provide a series of practical lessons to help the CDSO develop skills for the construction and submission of CDC incident reports. This lesson includes what is considered a reportable event, how to create a good incident report, what details need to be documented, and what method of submission is to be used. Successful completion of this process allows the CDC to take proactive measures to identify and correct hazards before they can cause injury or illness.

Audience

Center for Disease Control and Prevention (CDC), CDC-contractors, and other government personnel who are assigned to Collateral Duty Safety Officer duties.

Prerequisite

- CDC Security Awareness Training (SAT)
- CDC Safety Survival Skills Training (SSST)

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Module 4:
Goals and Objectives

Section 1: Incident Reporting Overview

Instructional Goal

1.0 The learner will be able to recall the importance of reporting hazards at CDC and CDC-leased facilities.

Instructional Objectives

1.1 Explain the importance of reporting hazards.

1.2 Explain the federal policy governing incident reporting in the workplace.

Section 2: Incident Classification

Instructional Goal

2.0 The learner will be able to identify the incident levels of the Safety Triangle.

Terminal Performance Objective

2.1 Given a scenario, the learner must determine what level of the Safety Triangle an incident occurs.

Enabling Objectives

2.1.1 Explain the purpose of the Safety Triangle.

2.2.1 List the four levels of the Safety Triangle.

2.3.1 Define Unsafe Conditions.

2.4.1 Define Near Miss.

4.1.2   Describe the components of a Safety Help Desk ticket.

4.1.3   Create a Safety Help Desk ticket.

Section 5: myCority

Instructional Goal

5.0   The learner will submit a Safety Help Desk ticket.

Terminal Performance Objective

5.1   Given a scenario, the learner will demonstrate the process of completing an incident report using myCority.

Enabling Objectives

5.1.1   Explain the purpose of myCority.

5.1.2   Describe the components of a myCority incident report.

5.1.3   Create a myCority incident report.

Welcome to the CDC

Thank you for choosing the CDC to meet your training needs. Enjoy your stay!

- Your incoming telephone messages will be forwarded to you through Registration.

- Speed limits on the CDC Roybal Campus are vigorously enforced. If you're cited for speeding, your supervisor will be notified.

- Breakfast, lunch, and snacks are available from the café in [REDACTED]. Hours of operation are 7:00am – 6:00pm, daily.

- Gymnasium facilities are available for your use in the Wellness Center. Before using the equipment or attending a group workout, you must stop by [REDACTED] to sign a waiver. For more information, call [REDACTED].

- In case of emergency, follow the evacuation route posted near each doorway. Your instructor will tell you where to gather during the safety briefing. You can reach 911 by cell phone or by dialing [REDACTED].

  - If you call 911, you must call the Security Operations Center (SOC) to let them know outside assistance is coming.

Security Operations Center	Campus Occupational Health Clinic
Atlanta/Chamblee: 404-XXX-XXXX **Fort Collins:** 970-XXX-XXXX **Other sites:** Call your local CDC emergency contact number	**Roybal**: 404-XXX-XXXX **Chamblee:** 770-XXX-XXXX **Fort Collins:** Occupational health services are provided by the University of Colorado (UC Health). **San Juan:** Employees are directed to seek care at an urgent care center or primary care provider. For all other campuses, see emergency contact numbers.

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Course Schedule

Module 4: Reporting Hazards and Incidents

Day 1	
TBD	CDC Welcome, Course Expectations, and Introductions
TBD	Section 1: Incident Reporting Overview
TBD	Section 2: Incident Classification
TBD	Break
TBD	Section 3: CDC Reporting Procedures
TBD	Section 4: Safety Help Desk
TBD	Break
TBD	Section 4: myCority
TBD	Student Feedback

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Welcome and Safety Briefing

The safety management model used by the Center for Disease Control and Prevention (CDC) is the Integrated Safety Management (ISM). ISM is based on the concept that safety requires the involvement of management and workers at all organizational levels with an overall goal of integrating safety into work planning and execution. The model also encourages improvement through evaluation and feedback. The CDC established seven guiding principles and five core functions to ensure the success of ISM objectives.

Seven Guiding Principles

1. Line Management responsibility for safety
2. Clear roles and responsibilities
3. Competence commensurate with responsibilities
4. Balanced priorities
5. Identification of safety standards and requirements
6. Hazard controls tailored to work being performed
7. Operations authorization

Five Core Functions

1. Define the scope of work.
2. Analyze the hazards.
3. Develop and implement hazard controls.
4. Perform work within controls.
5. Provide feedback and continuous improvement.

The CDC contractually requires its management, operations, and support service contractors to implement the ISM model.

Remember: Integrate the five core functions into the performance of your work activities.

Welcome to the Center for Disease Control and Prevention Safety Training Center

*Instructor Note: Use the **CDC Welcome Slides with Safety Briefing** presentation to accompany the safety guidelines and CDC welcome information.*

CDC Management

- Rochelle P. Walensky, MD, MPH
  - Director, CDC
- [REDACTED]
  - Director, Occupational Health and Safety Office (OHSO)
- [REDACTED]
  - Director, Office of Safety, Security and Asset Management (OSSAM)
- [REDACTED]
  - Branch Chief, Quality and Compliance Branch (QCB) and Safety Training

Class Roster

- Class Roster
  - Check all information for accuracy.
  - Make necessary changes.
- Name Tent
  - Printed name and work site/area
  - Link to Student eFeedback

Attendance

Courses start on time.
- Plan time for parking and walking to class.
- Drive time from main gate during peak hours could be approximately 10-15 minutes longer, plan accordingly

Breaks and Lunch

- Breaks
    - Every 1-1½ hours
- Lunch
    - Café
    - Locale eateries
- Flexibility

Administrative

- Class is Classified/Unclassified
- Acronyms
- Feedback
- Certificates
- Food/Drink
    - Drinks must be in containers with spill-proof lids.
    - No open containers or containers with straws.
    - No food/drink near the computers.

Class Behavior

- Act in a respectful, professional manner.
    - Students and instructors
    - In and out of classroom
- Be aware of personal sensitivities.
- Create a learning environment that is open and inclusive.

Safety Briefing

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Section 1: Overview of Incident Reporting

Instructional Goal

1.0   The learner will be able to recall the importance of reporting hazards at CDC and CDC-leased facilities.

Instructional Objectives

1.1   Explain the importance of reporting hazards.

1.2   Explain the federal policy governing incident reporting in the workplace.

References

1.   Occupational Safety and Health Act of 1970

2.   Executive Order 12196, Occupational Safety and Health Programs for Federal Employees

3.   29 CFR 1960, Basic Program Elements for Federal Employee Occupational Safety and Health Programs and Related Matters

4.   29 CFR 1960.58, Training of Collateral Duty Safety and Health Personnel and Committee Members

Importance of Reporting Hazards

Goals & Objectives [Slide 4]

1.1   Explain the importance of reporting hazards.

1.2   Explain the federal policy governing incident reporting in the workplace.

Section Overview [Slide 5]

Since the establishment of the Occupational Safety and Health Administration (OSHA) in 1970, Federal law has dictated that employers must provide a safe working environment for their employees. This means that employers must ensure the workplace is free of known health and safety hazards. To validate that safety policies and practices are providing their employees with a safe work environment, employers can empower their workers to report and respond to all incidents immediately using incident reporting; aiding in their quick resolution and subsequent investigation.

This section will cover reporting procedures for various incidents, how to complete an incident report in myCority, and what to do if there are allegations of retaliation or reprisal.

Purpose of Hazard Reporting [Slide 6]

Workplace safety is a priority at the CDC. Everyone's safety depends on our shared responsibility to report hazards,

incidents, and near misses. Part of that responsibility as a Collateral Duty Safety Officer is also knowing how to identify and report an incident or near miss, as well as assist other employees and contractors with reporting. CDC's commitment to making safety and safety reporting a part of our culture can help make us all safer.

Importance of Reporting Hazards

Occupational Safety and Health Act of 1970 [Slides 7-9]

On December 29, 1970, President Richard Nixon signed the Occupational Safety and Health Act. This was the first comprehensive industrial safety legislation passed at the federal level and it passed nearly unanimously through both houses of Congress.

One of the factors contributing to strong support for the Act was the rise in the number of work-related fatalities in the 1960s, and particularly the Farmington, West Virginia mine disaster of 1968.

While it was not the worst mining disaster in U.S. history, the Farmington Mine Disaster, a massive explosion and fire killing 78 miners, was a driving force that led to major changes in mining safety but also in federal worker safety regulations.

The Occupational Safety and Health Act was distinguished by its emphasis on the prevention of—rather than compensation for—industrial accidents and illnesses.

Among the key provisions of the act were the development of mandatory safety and health standards, the enforcement of these standards, and standardized record-keeping and reporting procedures for businesses.

Section 2: Incident Classification

Instructional Goal

2.0   The learner will be able to identify the incident levels of the Safety Triangle.

Terminal Performance Objective

2.1   Given a scenario, the learner must determine what level of the Safety Triangle an incident occurs.

Enabling Objectives

2.1.1   Explain the purpose of the Safety Triangle.

2.2.1   List the four levels of the Safety Triangle.

2.3.1   Define Unsafe Conditions.

2.4.1   Define Near Miss.

2.5.1   Define Incident.

2.6.1   Define Injury.

References

1.   Occupational Safety and Health Act of 1970

2.   10 CFR 851, Worker Safety and Health Program

Incident Classification

Safety Triangle [Slide 11]

At-risk behaviors occur on the job all the time. Usually, these behaviors are benign, cause no issues, and as a result continue unchanged. However, unchanged behaviors can result in a more serious incident, injury, or even fatality. To quantify the relationship between these low-level behaviors and more serious incidents, the CDC turns to the Safety Triangle.

The Safety Triangle, also known as the Safety Pyramid, is a theoretical model that operates under the assumption that most safety incidents are caused by unsafe acts and that the same behaviors that lead to near misses, could also lead to more serious incidents and injuries.

Under this premise, the stability of the Safety Triangle's ratio implies that reducing the rate of higher-prevalence incidents at the bottom of the triangle is also the most efficient way to reduce the rate of more severe workplace injuries.

Safety Triangle Illustration [Slide 12]

The Safety Triangle breaks safety incidents into four categories.

- Unsafe Conditions
- Near Miss
- Incident
- Injury
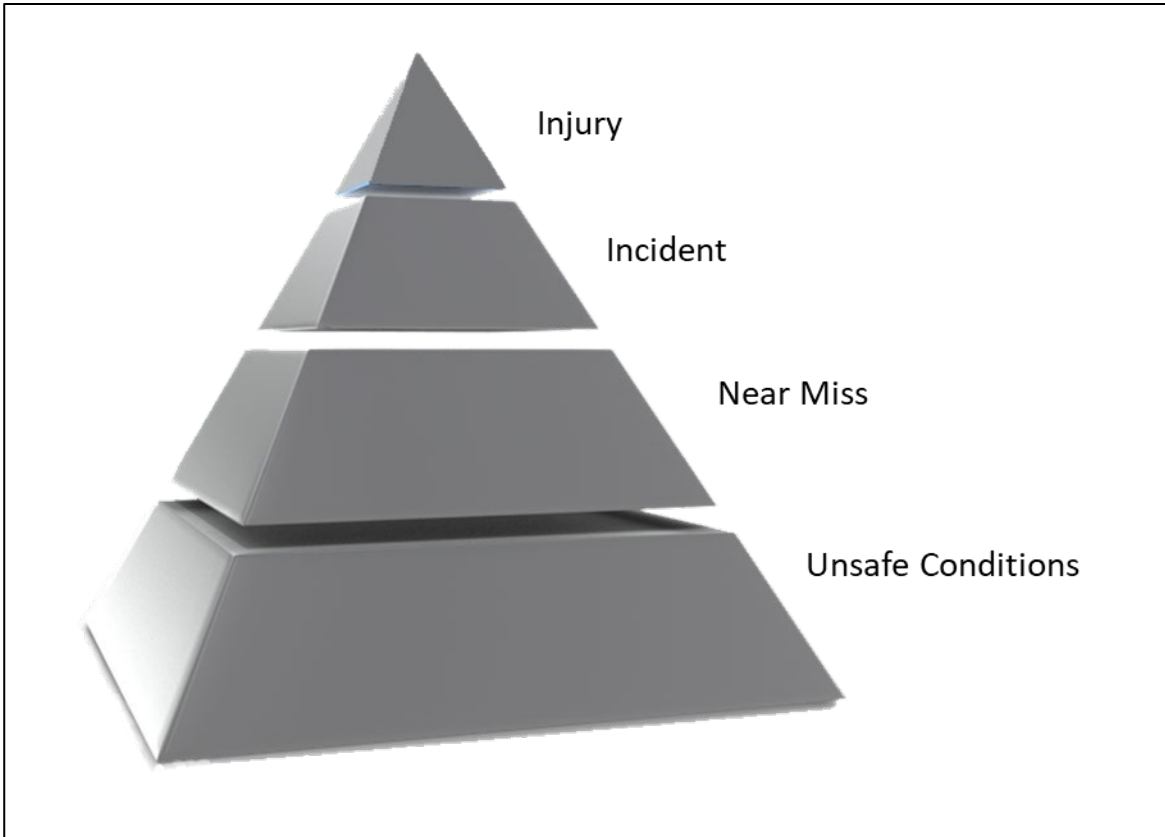
Unsafe Conditions [Slide 13]
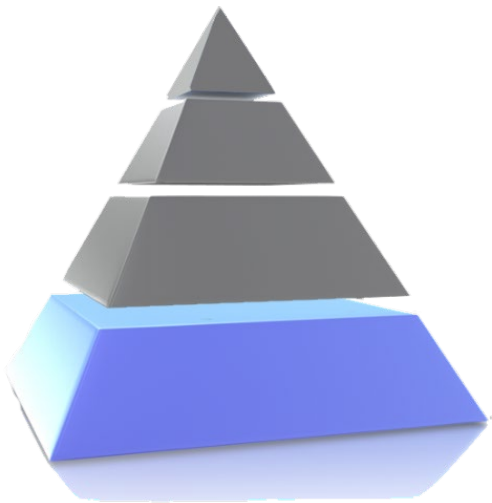
Unsafe conditions are hazards that have the potential to cause an incident or injury. They make up most workplace incidents and occur most frequently but tend to be the least serious. By identifying Unsafe Conditions at the CDC, employees can help prevent more serious accidents from occurring at higher levels of the safety triangle in the future.

Unsafe Conditions Scenario [Slide 14]

Watch the video to see an example of an Unsafe Condition at the CDC or review the written scenario.

It's a beautiful day outside so Cynthia decides to walk to her next meeting. On her way, she notices that a portion of the sidewalk is broken. The sidewalk is a potential tripping hazard and Cynthia knows she must report it. Cynthia contacts facilities to report it as an Unsafe Condition.

Near Miss [Slide 15]
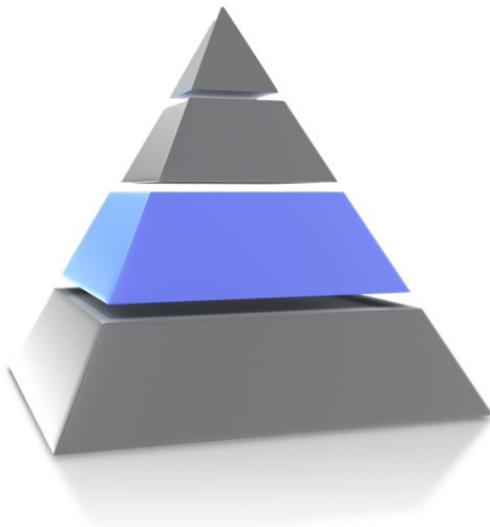
A near miss is an instance in which an employee might have been hurt if the circumstances had been slightly different. Near misses are precursors to accidents and are opportunities to identify hazards and unsafe conditions. Reporting a near miss is a critical step in the prevention of an incident or injury occurring in the future.

Near Miss Scenario [Slide 16]

Watch the video to see an example of a Near Miss at the CDC or review the written scenario.

Carl is also headed to the meeting but he is carrying presentation material for each of the attendees so he cannot see he is approaching the broken sidewalk. Carl's shoe hits a raised portion of the broken sidewalk and causes him to stumble. He is able to get his footing back and doesn't drop a single binder. This is not Carl being clumsy, this is would be considered a Near Miss incident, as he could have fallen and even sustained injury if he fell.

Incident [Slide 17]
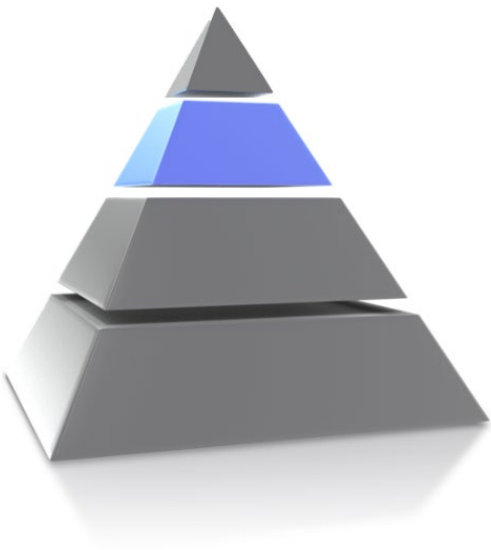
OSHA defines an incident as "an unplanned, undesired event that adversely affects completion of a task." Incidents are not always serious in their effects, as is the case with near misses, but most are preventable through reporting processes.

Incident Scenario [Slide 18]

Watch the video to see an example of an Incident at the CDC or review the written scenario.

Lettie is pushing her cart of cleaning supplies, some containing hazardous materials, to the next building when the wheel catches on the sidewalk. A bottle falls off the top of the cart and shatters onto the ground, spilling the chemical onto the ground. While Lettie was not injured, the chemical spill turns this into a reportable Incident.

Injury [Slide 19]
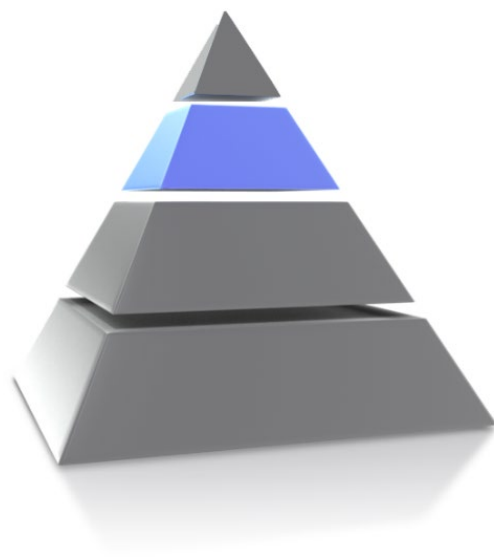
"An injury (or illness) is an event or exposure in the work environment that caused a wound or damage to the body resulting, contributed to the resulting condition, or significantly aggravated a pre-existing condition."

Whether it's a fall from a ladder or an animal bite, when an accident occurs, being injured or suffering illness can have a significant impact on the employee.

Sometimes work-related injuries can have more of an impact then others. For instance, the results of a workplace injury or illness can result in:

- Medical treatment beyond first aid
- Missed days of work
- Work restrictions or job limitations
- Financial hardships
- Contamination or radiation
- Bloodborne illness
- Disability or death

Injury Scenario [Slide 20]

Watch the video to see an example of an Injury at the CDC or review the written scenario.

Marcus wasn't so lucky when he encountered the sidewalk. It was starting to rain, and he was in a rush, so he did not see the crack in the sidewalk as he approached the building. Marcus's foot caught the edge, causing him to trip and fall. After going to the Clinic, it was determined that Marcus fractured his ankle. Because the damaged sidewalk was not reported in any of the previous incidents, it led to an injury.

Summary [Slide 21]

This lesson has focused on

- making safety a priority at the CDC

- the Occupational Safety and Health Act of 1970

- the four levels of the Safety Triangle

Workplace safety is a priority at the CDC. CDSOs must be able to correctly identity incident types prior to reporting or assisting employees in the reporting process.

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Identifying Safety Triangle Levels

Total Time: 20 minutes

Overview: Students will determine the level of the Safety Triangle in which an incident occurs.

Part 1 – Scenario

Evaluation Time: 10 minutes

Learner Directions:

Watch (or listen to) the following scenario and try to determine which level of the Safety Triangle the hazard correlates. Using the answer sheet provided, circle the level you think best matches the scenario. Return the answer sheet to the instructor.

Note: Do not write your name on the answer sheet.

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Section 3: CDC Reporting Procedures

Instructional Goal

3.0   The learner will be able to identify the methods for reporting hazardous conditions at CDC owned- and leased-properties.

Terminal Performance Objective

3.1   Provided a scenario, the learner must determine what level of the Safety Triangle an incident occurs.

Enabling Objective

3.1.1   Identify the different reporting methods used at the CDC and CDC-leased facilities.

3.1.2   Explain the appropriate method to use for reporting incidents.

References

1.   Occupational Safety and Health Act of 1970

2.   OSSAM CDC Occupational Safety and Health Program Manual, Publication # [REDACTED]

3.   OLSS GUI Job Aid: Incident and Near Miss Reporting

Reporting Responsibilities [Slide 23-24]

In the previous section, we saw 4 different people encounter the same broken sidewalk and, in the end, at least one person sustained an injury. But who's responsibility was it to report the broken sidewalk?

In this section we'll take a look at who can – and should – report.

The answer is simple – everyone. Under OSHA, employers have a responsibility to provide a safe workplace, BUT employees are counted on to be the eyes and ears of the workplace that is why employees are encouraged to report potential and actual workplace hazards when they see them.

[Slide 25]

It is understandable that some people are reluctant to make a safety report so here's some tips to help make reporting easier:

You Should:

- Be pro-active and report all unsafe situations

- Propose alternative ways to solve unsafe situations

- Explain what makes the situation unsafe to the person concerned before reporting it

- Remember that I can report all unsafe situations whatever the hierarchical position of the person concerned

You Should Not:

- Think "If I report an unsafe situation, I will be considered a "trouble-maker"

- Think that it's someone else's problem

- Wait on someone else to report it

What is Your Role in Reporting? [Slides 26]

Employee Responsibility [Slide 27]

It is every employee's responsibility to protect themselves from personal injury by following proper safety regulations and practices, such as:

- Comply with standards, rules, regulations, and orders.

- Use proper safety equipment

- Report unsafe conditions.

- Report workplace (on the job) injuries/illnesses

- Inspect the work area to ensure that the site is safe

- Make safety part of your daily work plan

It is the responsibility of each employee to report unsafe conditions which could result in an accident.

Employees are encouraged to report unsafe work conditions, injury, or illness using myCority or the Safety Help Desk

Collateral Duty Safety Officer Responsibility [Slide 28]

The Collateral Duty Safety Officer (CDSO) has additional responsibilities when it comes to reporting safety hazards at the CDC. The CDSO will act in the compacity of a Safety Liaison for the CDC and their assigned or specified work area. As a CDSO, you will be responsible for the same things as every other employee – using proper safety equipment and reporting unsafe conditions – however, you will have additional responsibilities such as:

- Report unsafe conditions which could result in an accident

- Assist employees report unsafe work conditions, injury, or illness using myCority or the Safety Help Desk

- Gathering incident information

Safety Officer Responsibility [Slide 29]

Safety officers provide safety management, advice, monitoring, and reporting in the workplace, and engage staff in programs that ensure safe practice in the workplace. If a Safety Officer doesn't take full responsibility of their job and role, people can get hurt.

A Safety Officer will be responsible for the same things as every other employee – using proper safety equipment and reporting unsafe conditions – however, they will have

additional responsibilities such as:

- Conduct Risk Assessments

- Conduct Accident Investigations

- Identify and assign Corrective Actions

- Respond to myCority or Safety Help Desk reports

Reporting Methods [Slide 30]

There are several ways that employees can participate in hazard prevention and one way is by promptly reporting unsafe conditions in and around a CDC or CDC-leased facility.

An incident report is a formal recording of the facts related to a workplace accident, injury, or near miss. The purpose of an incident report is to uncover the circumstances and conditions that led to the event to prevent future incidents.

- In the event of a life-threatening emergency, always call 911 (or the emergency number based on your global location) first.

- Laboratory personnel must also contact the Security Operations Center (SOC) at 404-XXX-XXXX

Other ways to report an incident include:

- Notifying your supervisor of a hazardous condition in or around the work area.

- Notifying the building manager of a hazardous condition associated with the building.

    - Examples: broken sidewalk, exposed wiring, missing fire extinguisher

- Seeking medical help immediately by going to the nearest CDC Occupational Health Clinic

If you experience an occupational injury and do not seek medical treatment at a CDC Occupational Health Clinic, the safety incident must still be documented through myCority. If you go to a CDC Occupational Health Clinic, myCority reporting will be completed for you.

- Submitting an incident report using myCority

- Submitting a ticket to the Safety Help Desk

- Contacting the work area's Collateral Duty Safety Officer

Incident Reporting Procedures [Slide 31-32]

As part of your duties as a Collateral Duty Safety Officer, you should be able to assist employees with the incident reporting process.

If an employee reaches out because they have identified a potential hazard or have witnessed a reportable incident, you should be able to:

- Help determine if the incident is reportable using myCority or the Safety Help Desk

- Gather incident information

- Analyze the information to determine incident causes

- Assist employee in developing and submitting an incident report

myCority vs. The Safety Help Desk [Slide 33-34]

There are two types of incident reporting tools currently used by the CDC. myCority, CDC's new health and safety tool, is a comprehensive tool that streamlines information and allows for a fuller picture of health and safety at the CDC. Staff can use myCority to report workplace safety hazards, access important medical records, and submit vaccination verification records.

The Safety Help Desk can be used to submit general safety-related concerns or questions. For instance, if an employee is trying to find out about laboratory safety training offerings, gain access to the Chemical Hazard and Tracking System, and or submit Contractor Health and Safety Plans (CHSP) for review.

Use the chart below to assist employees with correctly identifying the appropriate reporting method.

myCority	Safety Help Desk
• Report incidents and near misses	• Report safety training issues
• Request an ergonomic assessment	• Access the Chemical Hazard and Tracking System (CHaTS)
• Track immunization records	• Request risk assessments
• Receive lab results	• Submit contractor health and safety plans
• Get reminders for upcoming appointments at the CDC Occupational Health Clinic	• General safety-related questions or concerns
• Complete medical questionnaires	
• View your SEG record	
• Anonymously report unsafe work conditions	
• Dashboard analytics for supervisors (lab only)	
• View previously submitted records (lab only)	

NOTE: Anonymous submissions can be made using the myCority portal and Safety Help Desk.

Choosing the Correct Reporting Method

Evaluation Time: 5 minutes

Overview: Given a chart/diagram, the learner will match the incident type to the correct method for reporting.

Learner Directions:

Correctly match the incident or topic area to the appropriate reporting method. You will have approximately five (5) minutes to complete this quiz. When you are finished, put your pens or pencils down to signal to the instructor that you are done.

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Section 4: Safety Help Desk

Instructional Goal

4.0 The learner will submit a Safety Help Desk ticket.

Terminal Performance Objective

4.1 Given a scenario, the learner will demonstrate the process of completing an incident report via the Safety Help Desk.

Enabling Objective

4.1.1 Explain the purpose of the Safety Help Desk.

4.1.2 Describe the components of a Safety Help Desk ticket.

4.1.3 Create a Safety Help Desk ticket.

References

1. Occupational Safety and Health Act of 1970

2. OLSS GUI Job Aid: Incident and Near Miss Reporting

Safety Help Desk [Slide 36]

CDC staff should continue to use the Safety Help Desk to submit *general safety-related concerns or questions.* Use myCority to report incidents and near misses.

Submit a Safety Help Desk Ticket [Slide 37]

1. Open **Microsoft Outlook** on your desktop or phone.

2. Click on **New Message** in the upper left corner of the Home ribbon.
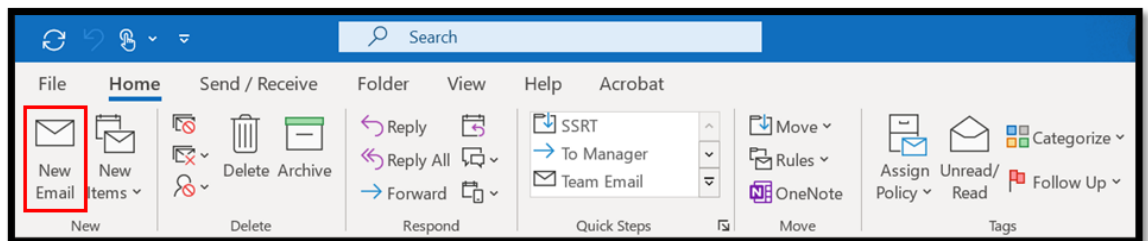
3. In the **From** field, verify you are sending the email from your CDC email and not a group inbox.

4. In the **To** field, enter the Safety Help Desk email address, safetyhelpdesk@cdc.gov.

5. In the **Subject** field, identify the ticket request type.

   For example: Lab Safety Training Request

6. In the body of the email, describe your safety concern or question, ensuring you include all pertinent details.

7. When you have finished, click **Send**.

Submit an Anonymous Safety Help Desk Ticket

1. Open **Microsoft Edge**, or another CDC-approved browser, on your desktop or phone.

2. Go to https://intranet.cdc.gov/helpdesk/REDACTED

3. Scroll down to the **Request Form** section.

4. Click the radio button next to **Yes** to indicate you wish to make an anonymous report.

5. Select the **Request Type** or **Issue** from the drop-down box.

6. Select your **Campus** or the campus on which the incident occurred from the drop-down box.

7. In the open field, describe your safety concern or question, ensuring you include all pertinent details.

8. Click **Submit Request**.

Describe your safety concern (e.g. unsafe working condition) or question. Tell us what safety help you need and/or what you think can be made safer. Give specific location (building/room #) and include dates, times and other pertinent details.

Clear text

Submit Request

Submitting a Safety Help Desk Ticket

Evaluation Time: 20 minutes

Overview: Using the scenario provided, the learner will complete the process of creating and submitting a Safety Help Desk Ticket.

Learner Directions:

As a CDSO, you may be approached by management or fellow team members to request assistance with submitting a Safety Help Desk ticket.

As a reminder, the Safety Help Desk is used to submit general safety-related concerns or questions; if you are approached about an unsafe condition or a safety incident, please ensure you complete and submit a report through myCority.

Listen to the scenario, then complete a Safety Help Desk Ticket. If you wish to include pictures in your submission, simulate adding them by including them in the body of your email. Use brackets and include a brief description of the picture.

    For example: [eye wash inspection tag]

You may refer to your notes to complete this evaluation.

DO NOT SUBMIT the ticket. When you have completed the creation of the ticket, raise your hand so the instructor can verify the correct subject line has been used so that it does not generate a real help desk ticket.

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Section 5: myCority

Instructional Goal

5.0   The learner will submit a Safety Help Desk ticket.

Terminal Performance Objective

5.1   Given a scenario, the learner will demonstrate the process of completing an incident report using myCority.

Enabling Objective

5.1.1   Explain the purpose of myCority.

5.1.2   Describe the components of a myCority incident report.

5.1.3   Create a myCority incident report.

References

1.   Occupational Safety and Health Act of 1970

2.   OLSS GUI Job Aid: Incident and Near Miss Reporting

myCority [Slide 41]

myCority is a new, one-stop-shop health and safety tool that allows CDC staff to report an incident or near miss, with the option to report anonymously. All safety-related incidents and near misses are now being reported through myCority, launched through the Office of Safety, Security, and Asset Management (OSSAM).

Submit a Safety Help Desk Ticket [Slide 42]

1. Open Microsoft Edge, or another CDC-approved browser, on your desktop or phone.

2. Go to [Link redacted]

3. On the Homepage, click on **New Event Report**.

4. Select the type of event you want to report: "Incident" or "Near Miss."

Event Reports

Instructions
To report an event, please click on one of the options below.

Incident

Near Miss

Ergonomic Request

Items per page: 20   1 – 3 of 3 |< < > >|

5. Review the **Instructions** to ensure the Incident or Near Miss Report form is completed correctly.

6. Enter your information in the fields in the **Reporting Information** section.

7. If you wish to remain anonymous, type "Anonymous" in the Person Reporting field

NOTE: Anonymous reports must be submitted at time of completion, cannot be saved, and will not appear on your **Previously Submitted** page.

8. Check the appropriate box if the incident is **related to an injury** or **related to an illness**.

9. If you are reporting this incident on behalf of another individual, enter their information in the **Individual Involved** section.

10. Enter the User ID of their **Supervisor**.

11. Click **Enter** and the Supervisor or COR's to populate the **Supervisor/COR Phone Number** field.

12. Check the appropriate box if the **incident is incident occurred on CDC premises** or **while on deployment**.

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13. Fill out each field marked with an asterisk in the **Event Details** section.

    Event details examples include but are not limited to:

    - Timing/sequence of events

    - Unusual circumstances

    - Hazardous materials: biological, chemical, etc.

    - Established procedure deviation

    - PPE/equipment failure

    - Timing/sequence of actions

    - Notifications

14. At the bottom of the **Event Details** section, check the appropriate box if the **employee was treated in an emergency room**, if the **employee was hospitalized overnight**, or if the **employee died** because of the event.

15. If there was a witness to the event, complete the **Witness Details** section.

16. Click **Save** in the top right corner of the page.

17. If you, the witness, or the individual involved in the incident has supporting documentation to add to the report, select the **Document tab** at the top of the page.

> **NOTE:** Only Safety personnel are permitted to take and attach photos to myCority reports.
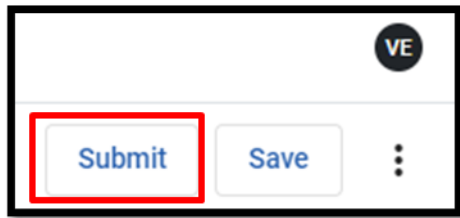
18. In the **Details** section, select the **Document Type** from the drop-down box.

19. Enter the document creation date in the **Document Date** field.

20. Enter a brief description of the document in the **Description** field.

21. To locate the document you wish to include, click on the grey **Select Files** bar.

22. In the file explorer window, choose the file to upload from your computer.

23. Click **Open** to add the file to **the Import File** field.

24. Click **Save** in the top right corner of the page.

CDSO Initial Training – Student Guide

25. If you are satisfied with the level of details included in the report, click **Submit** in the top right corner.

26. To verify successful completion of the report, look for the "**Success: Record Submitted**" green pop-up box.

> **NOTE:** Your supervisor will receive an email confirming your report submission, unless the report was anonymous.

Submitting a myCority Report

Evaluation Time: 20 minutes

Overview: Using the scenario provided, the learner will complete the process of creating and submitting an incident report using myCority.

Learner Directions:

As a CDSO, you may be approached by management or fellow team members to request assistance with submitting an incident report through myCority. Listen to the scenario, then complete an incident report using myCority.

You may refer to your notes to complete this evaluation.

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COLLATERAL DUTY SAFETY OFFICER INITIAL TRAINING

Module 4 - Appendix

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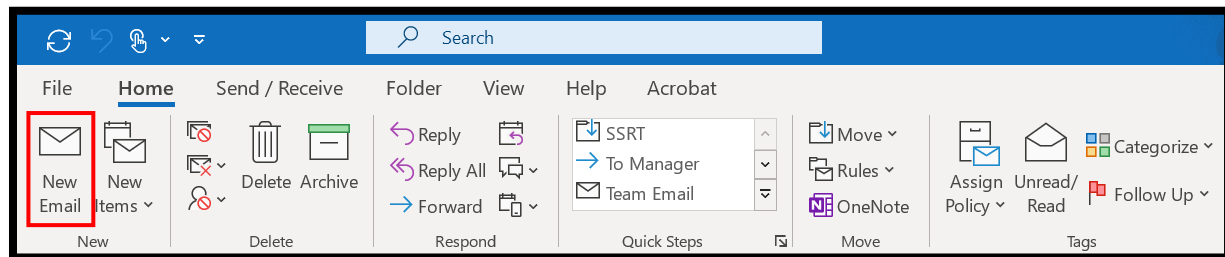
Submitting a Safety Help Desk Ticket

myCority has replaced the Safety Help Desk for reporting incidents and near misses. Safety Help Desk will continue to accept *general safety-related questions*.

To Submit a Safety Help Desk ticket:

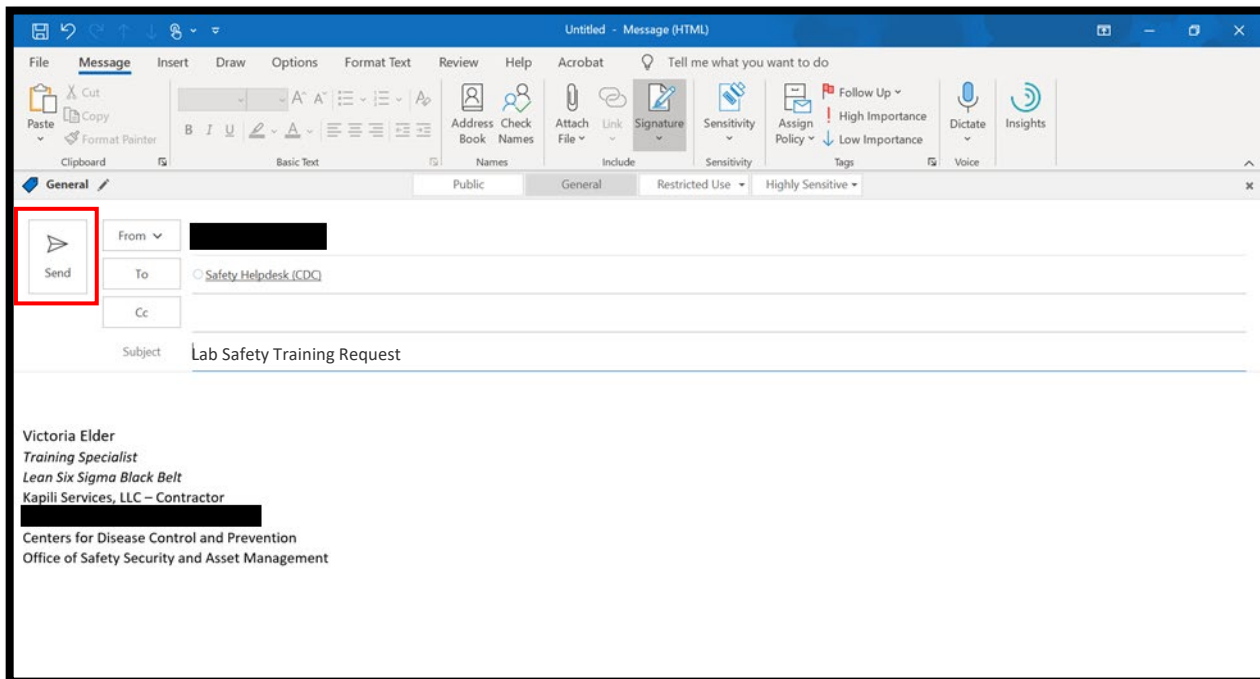1. Open Microsoft Outlook on your desktop or phone.

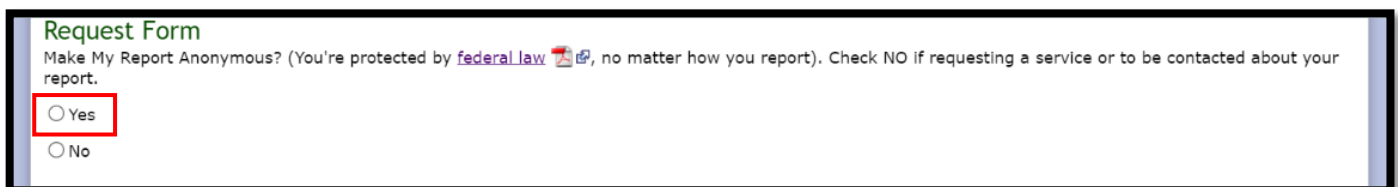2. Click on New Message **in the upper left corner** of the Home ribbon.

3. In the **From** field, verify you are sending the email from your CDC email and not a group inbox.

4. In the **To** field, enter the Safety Help Desk email address, safetyhelpdesk@cdc.gov.

5. In the **Subject** field, identify the ticket request type.

    a. For example: Lab Safety Training Request

6. In the body of the email, describe your safety concern or question, ensuring you include all pertinent details.

7. When you have finished, click **Send**.

To submit an **anonymous** Safety Help Desk ticket:

1. Open Microsoft Edge, or another CDC-approved browser, on your desktop or phone.

2. Go to https://intranet.cdc.gov/helpdesk/REDACTED

3. Scroll down to the **Request Form** section.

4. Click the radio button next to **Yes** to indicate you wish to make an anonymous report.

5.   Select the **Request Type** or **Issue** from the drop-down box.

6.   Select your **Campus** or the campus on which the incident occurred from the drop-down box.

7.   In the open field, describe your safety concern or question, ensuring you include all pertinent details.

8.   Click **Submit Request**.

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Section 2 Evaluation
Identifying Safety Triangle Levels

Watch (or listen to) the following scenario and try to determine which level of the Safety Triangle the hazard correlates.

Note: Do not write your name on the answer sheet.

Which level of the Safety Triangle does the hazard in the scenario best match?

Circle the level you think best matches the scenario, then return the answer sheet to the instructor.
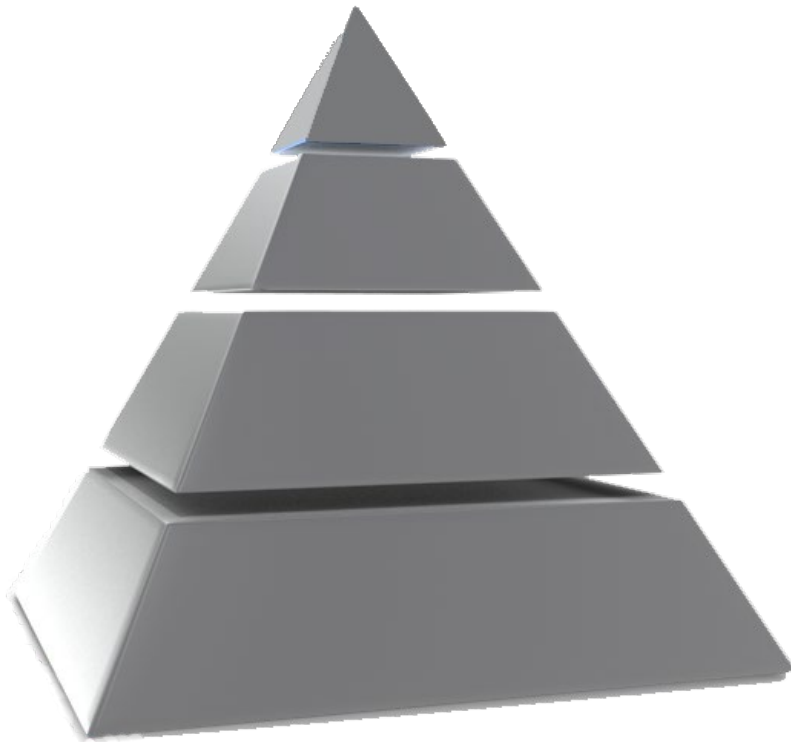
Injury
Incident
Near Miss
Unsafe Condition

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Submitting a Safety Help Desk Ticket

myCority is a new, one-stop-shop health and safety tool that allows CDC staff to report an incident or near miss, with the option to report anonymously. ***All safety-related incidents and near misses*** are now being reported through myCority, launched through the Office of Safety, Security, and Asset Management (OSSAM).

1. Open Microsoft Edge, or another CDC-approved browser, on your desktop or phone.

2. Go to https://mycority.cdc.gov

3. On the Home page click on the"New Event Report" icon.
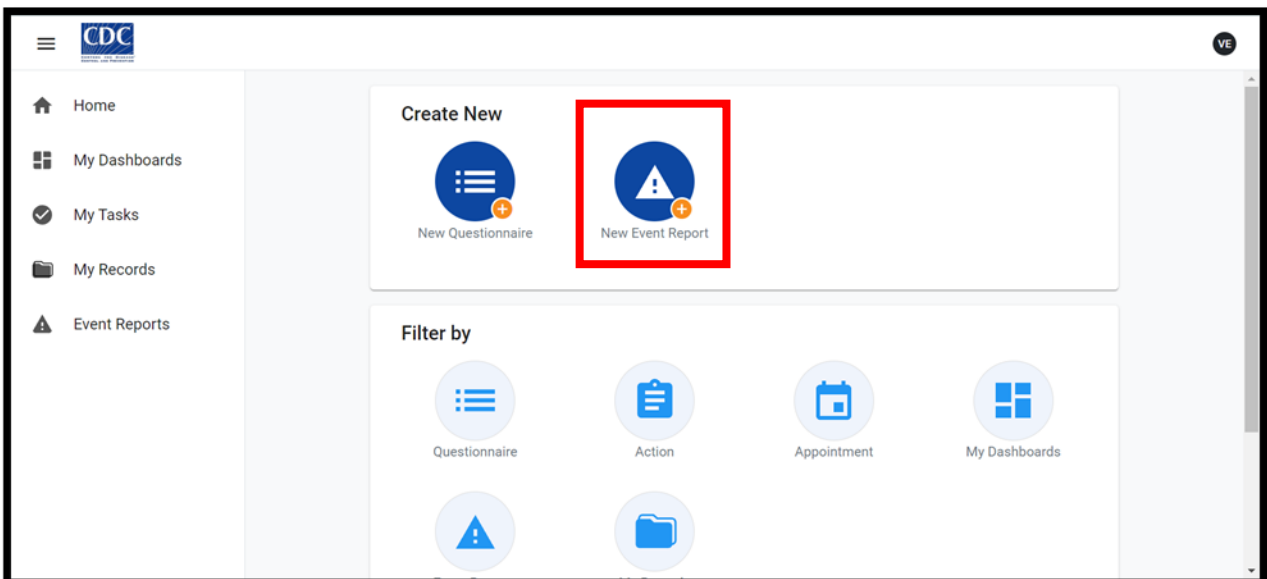
4.   Select the type of event you want to report: "Incident" or "Near Miss."

Event Reports   ⊗

> **Instructions**
> To report an event, please click on one of the options below.

🧑‍🦽 Incident

🎯 Near Miss

🛡️ Ergonomic Request

Items per page: 20 ▾   1 – 3 of 3 |< < > >|

5.   Review the **Instructions** to ensure the Incident or Near Miss Report form is completed correctly.

🛡️ Incident -Cority   Submit   Save   ⋮

Event Report   Documents

Instructions   ^

Report any incident where you or another worker has been injured or become ill, or it resulted in damage to property, products or the environment. If you were seen by the CDC Occupational Health Clinic for your injury or illness, you DO NOT need to fill out a report on this page. The CDC OHC has already submitted this information on your behalf.

1. Please fill out as much information about the event as possible in the sections below.

2. To enter data directly, begin typing in the field. As you type, a display of potential matches appears below the field. The first entry is highlighted. Press ENTER to select the highlighted entry, or click on a match to populate the field. If there are more results than can be displayed on a page, use the arrows at the bottom to see any additional results. For anonymous reporting, select the term "ANOM01" in the User ID field.

3. The fields with the asterisks (*) are required. Information can be saved along the way if you need to complete the form later by using "Save" button. To submit attachment(s), first complete required fields under "Event Report" tab, click "Save" then proceed to the second tab titled "Documents" and follow the instructions.

4. When you have completed all sections, press Submit.

5. If you would like to email a copy of the record to a Safety Manager or other recipients determined by your organization, select the three dots next to "Submit". Select "Print or Export". When the Print or Export window opens, select "Export to PDF" and save a copy of the Incident. The PDF can then be attached to an email.

6. Saved and Previously submitted reports are located under "Event Reports" on the left bar – "In Progress" and "Previously submitted" tabs respectively.

6.   Enter your information in the fields in the **Reporting Information** section.

Reporting Information

Self Reporting Number
User ID of Person Reporting Incident * ⓘ   Phone Number

Elder, V███████████   🔍

Date Reported   Time Reported

10/12/2021   📅   14 47

MM/DD/YYYY   HHMM (24H)

☐ Select if related to an injury   ☐ Select if related to an Illness

7. If you wish to remain anonymous, type **"Anonymous"** in the **Person Reporting** field.

Self Reporting Number
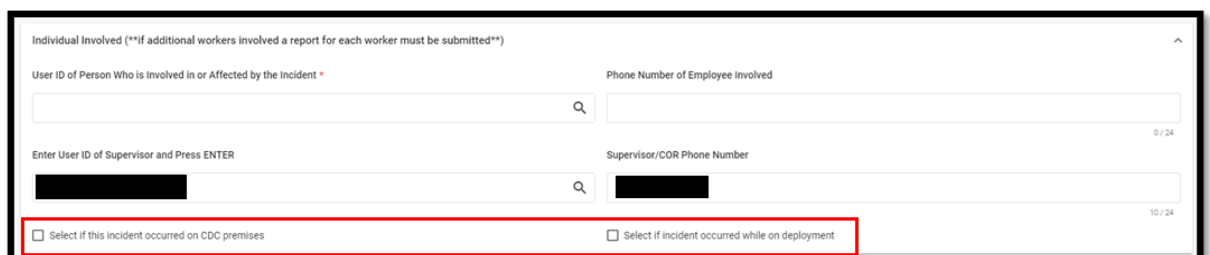
User ID of Person Reporting Incident * (i)

Anonymous   🔍

Anonymous, Anonymous (ANOM01)

NOTE: Anonymous reports must be submitted at time of completion, cannot be saved, and will not appear on your **Previously Submitted** page.

8. Check the appropriate box if the incident is **related to an injury** or **related to an illness**.

9. If you are reporting this incident on behalf of another individual, enter their information in the **Individual Involved** section.

10. Enter the User ID of their **Supervisor**.

11. Click **Enter** and the Supervisor or COR's to populate the **Supervisor/COR Phone Number** field.

12. Check the appropriate box if the incident is **incident occurred on CDC premises** or **while on deployment**.

Individual Involved (**if additional workers involved a report for each worker must be submitted**)

User ID of Person Who is Involved in or Affected by the Incident *   Phone Number of Employee Involved

🔍   0 / 24

Enter User ID of Supervisor and Press ENTER   Supervisor/COR Phone Number

🔍   10 / 24

☐ Select if this incident occurred on CDC premises   ☐ Select if incident occurred while on deployment

13.   Fill out each field marked with an asterisk in the **Event Details** section.

Event details examples include but are not limited to:
- Timing/sequence of events
- Unusual circumstances
- Hazardous materials: biological, chemical, etc.
- Established procedure deviation
- PPE/equipment failure
- Timing/sequence of actions
- Notifications

14.   At the bottom of the **Event Details** section, check the appropriate box if the **employee was treated in an emergency room**, if the **employee was hospitalized overnight**, or if the **employee died** because of the event.

15.   If there was a witness to the event, complete the **Witness Details** section.

16.   Click **Save** in the top right corner of the page.

17.   If you, the witness, or the individual involved in the incident has supporting documentation to add to the report, select the **Document tab** at the top of the page.

NOTE: Only Safety personnel are permitted to take and attach photos.

18.   In the **Details** section, select the **Document Type** from the drop-down box.

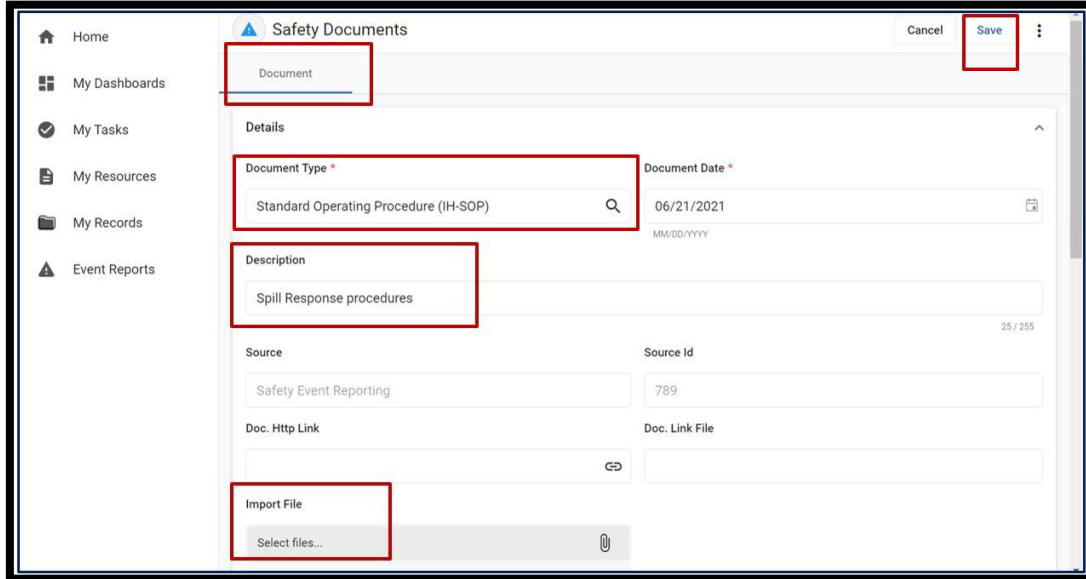19.   Enter the document creation date in the **Document Date** field.

20.   Enter a brief description of the document in the **Description** field.

21.   To locate the document you wish to include, click on the grey **Select files** bar.
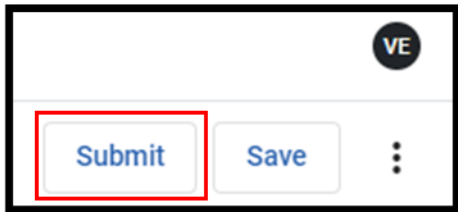
22.   In the file explorer window, choose the file to upload from your computer.

23.   Click **Open** to add the file to the **Import File** field.

24.   Click **Save** in the top right corner of the page.

25.   If you are satisfied with the level of details included in the report, click
       Submit in the top right corner.

26.   To verify successful completion of the report, look for the "**Success: Record Submitted**" green pop-up box.
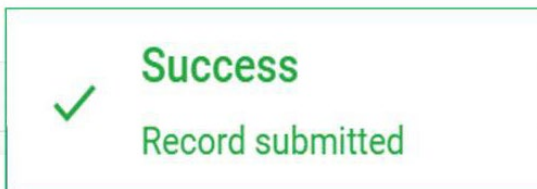
You have successfully submitted incident or near miss report using myCority!

NOTE: Your supervisor will receive an email confirming your report submission, unless the report was anonymous.

Section 3 Evaluation
Report This Way

Name_____   Date_____

Correctly match the incident or topic area to the appropriate reporting method. You will have approximately five (5) minutes to complete this quiz. When you are finished, put your pens or pencils down to signal to the instructor that you are done.

Write "MC" next to incidents or information that is submitted using myCority. Write "SHD" next to incidents or information that is submitted using myCority.

	Report Safety Training Issues		Request Ergonomic Assessment
	Request Risk Assessment		Receive Lab Results
	Submit General Safety Question or Concern		Anonymously Report Unsafe Work Conditions
	Report Near Miss		Access CHaTs
	Track Immunization Records		Submit Contract Health and Safety Plans

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Learner Feedback

Student ID_____   Course ID_____

Location_____

Date_____

Instructions

Your feedback plays an important role in developing the quality of the training we provide at the CDC. Circle your response to the following questions.

1. What best describes your level of knowledge prior to the course?

    No Knowledge   Awareness   Knowledgeable   Expert

2. What best describes your level of knowledge after completing the course?

    No Knowledge   Awareness   Knowledgeable   Expert

3. The training focused on relevant skills.

    Strongly Disagree   Disagree   Agree   Strongly Agree

4. The course material was presented in a logical sequence of information.

    Strongly Disagree   Disagree   Agree   Strongly Agree

5. The course material was easy to follow.

    Strongly Disagree   Disagree   Agree   Strongly Agree

6. The training prepared me well for work.

    Strongly Disagree   Disagree   Agree   Strongly Agree

7. The exercises and/or activities were useful and of value.

    Strongly Disagree   Disagree   Agree   Strongly Agree

8. Overall, I am satisfied with the training.

    Strongly Disagree   Disagree   Agree   Strongly Agree

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