



GENERAL ORDER

GENERAL ORDER 150.16

DFRS Internal Close Calls Reporting System

BUREAU OF OCCUPATIONAL SAFETY AND HEALTH

Issue Date: December 19, 2016

Revision Date: N/A

1 APPLICABILITY

2 All Personnel

3 POLICY

4 Consistent with NFPA 1500 § 4.4.5.4, the Howard County Department of Fire and Rescue Services
5 (Department) has established an internal Close Calls reporting system. This order will lay out the details
6 of the program and reporting procedures. The purpose of the system is to encourage and enable
7 members who have experienced a Close Call to share their knowledge with the Department without fear
8 of embarrassment or discipline.

9 DEFINITIONS

- 10 ➤ **Close Call** – Any situation or action that leads to an unsafe condition, injury or high probability of
11 injury.
- 12
- 13 ➤ **DFRS Internal Close Calls Reporting System** – A system for reporting, storing, tracking and
14 disseminating information related to Close Calls experienced by Department members.

15 PROCEDURES

16 GENERAL:

17 A member of the Department who experiences a Close Call may submit documentation to the Close Calls
18 system. Nothing within this order is meant to preclude the member from frank and open discussion with
19 his/her supervisor or shift mates. It is merely an additional avenue by which to facilitate widespread
20 communications within the Department.

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22 This policy fulfills the requirements of NFPA 1500 §4.4.5.4, which states that “[t]he fire department shall
23 develop, adopt, and maintain a written policy related to the documentation and dissemination of
24 information related to internal near-miss investigations and provide information to members.”

26 SUBMISSION:

27 An employee who wishes to share a Close Call may do so via one of two anonymous methods.

- 28 • Paper Submission
- 29 ○ The member shall fill out the paper Close Calls reporting form (Attachment A) and forward
30 it via interdepartmental mail to the Bureau of Occupational Safety and Health (BOSH) at
31 Headquarters.

- A member of BOSH shall review the paper submission for clarity.
- The Close Call will be posted to Industry Safe within a reasonable period of time.
- Electronic submission
 - Go to www.industrysafe.com.
 - Login with the following credentials:
 - Username: nearmiss@howardcountymd.gov
 - Password: nearmiss911
 - Select “Close Calls.”
 - At the Top-Left of the page click on the green “+” symbol.
 - Fill-in the fields as follows:
 - *Involved Employee Name*: “ANONYMOUS Near Miss”
 - *Involved Employee ID*: “9999”
 - *Involved Employee Title*: This field is optional.
 - *Originating Type*: “Unlinked”
 - *Command*: Select “Office of the Fire Chief” from the drop down menu.
 - *Bureau/Office*: Select “Office of the Fire Chief” from the drop down menu.
 - *Battalion/Section*: Select “Office of the Fire Chief” from the drop down menu.
 - *Date Identified*: You must enter a date. This can be the actual date of the incident, or the date the Close Call is being reported.
 - *Time*: This field will auto populate.
 - *Type of Close Call*: Select the most appropriate option from the drop down menu.
 - *Description of Event*: Enter a narrative including a description of what occurred.
 - *Lessons Learned*: Describe what was learned to prevent the Close Call from happening again.
 - *Reporter* (Rank, Length of Service, etc.): This is an optional field.
 - *Reporter Contact Info*: This is an optional field. To allow for follow up questions, clarification, or further discussion, the reporting party may elect to include contact information.
 - *Additional Resources*: Enter links for further reading or education if it is available.
 - *Additional Features*: Photographs or documents may be attached to the report if you believe they will be helpful.
 - Click “Save” at the bottom of the page. Only click save when you are FINISHED with the report. Clicking save will submit the Close Call, and lock it from future editing.

DISSEMINATION:

When a member submits either an electronic or paper Close Call, it will be forwarded to a member of BOSH. The Close Call will be reviewed, edited for clarity and posted for dissemination to the Department.

REVIEWING ARCHIVED CLOSE CALLS:

- Navigate to www.industrysafe.com.
- Log into Industry Safe with your personal credentials, not the anonymous credentials.
- Select “Close Calls.”
- All Close Calls will be displayed and can be reviewed.

80 **REFERENCES**

- 81 • NFPA 1500: *Standard on Fire Department Occupational Safety and Health Program* (2013 Edition).

82 **SUMMARY OF DOCUMENT CHANGES**

83 New General Order

84 **FORMS/ATTACHMENTS**

- 85 • Attachment A: Howard County Fire & Rescue Close Call Reporting Form

86 **APPROVED**

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93 Office of the Fire Chief

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96 Author:

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102 Joanne Rund, Assistant Chief
103 Bureau of Occupational Safety and Health



Howard County Fire & Rescue Close Call Reporting Form



Type of Close Call:

Fire EMS Emergency Driving Non-Fire/EMS Incident (Rescue, HAZMAT, etc.)
Non-Emergency Driving Other On-Duty Actions Station Activities Training

Description of Event:

Lessons Learned:

Reporting Party Contact Info (Optional):

Additional Resources/Materials: