



NEW ENGLAND  
TREATMENT ACCESS, LLC.

# Incident Report

Date: 04/26/20

## Please Check All That Apply:

- Internal Incident
- CCC Reportable
- Brookline Reportable

*(If Yes, the Brookline Chief of Police **must** be C/Ced)*



## NETA Incident Report

*Incident reports may need to be submitted to the Executive Director, Director of Operational Compliance, Security Manager and a Supervisor **immediately** – please see below*

Top of Form

<b>Type of incident</b> (Input an “X” next to the type)		
<input checked="" type="checkbox"/> <b>CCC Reportable</b> <input type="checkbox"/> <b>Brookline Reportable</b> <input type="checkbox"/> <b>Work Related Injury or Illness</b> <input type="checkbox"/> <b>Product Quality (including product recall)</b> <input type="checkbox"/> <b>Other</b> <i>(Please refer to NETA’s Policy 800 (Incident Management Program) for incident definitions.)</i>		
<b>Note:</b> Please contact the Compliance & Safety Manager, Director of Operational Compliance, or other NETA leader <b>IMMEDIATELY</b> regarding any Security-related, Safety related, or Reportable Incidents.		
<b>Incident Level</b> (Input an “X” next to the level)		
<input type="checkbox"/> <b>Near Miss</b> <input type="checkbox"/> <b>Minor</b> <input checked="" type="checkbox"/> <b>Serious</b> <input type="checkbox"/> <b>Severe</b>		
<b>What Happened</b>		
<b>Brief Incident Description:</b> An associate at the Northampton location tested positive for COVID-19 through close-contact exposure at home.		
<b>Party Involved (Employees, manager/supervisor, patients, vendors, other)</b> <div style="background-color: black; width: 100px; height: 15px; margin-top: 5px;"></div>		
<b>Location:</b> Northampton	<b>Incident Date(s):</b> 4/17/20	<b>Incident Time:</b> N/A
<b>Scene of Incident:</b> N/A	<b>Date of this Report:</b> <div style="margin-top: 5px;">4/26/2020</div>	
<b>Witnesses:</b> <div style="background-color: black; width: 200px; height: 15px; display: inline-block;"></div> <div style="background-color: black; width: 300px; height: 15px; display: inline-block; margin-top: 5px;"></div>		

**Description of Incident** (add additional documentation and sketches for all Serious and Severe incidents)

On Wednesday 4/15/20, the [REDACTED] notified Northampton store management that [REDACTED] [REDACTED]. That same day, [REDACTED] sought coronavirus testing [REDACTED]. On the afternoon of Thursday, 4/16/20, [REDACTED] received a positive COVID-19 test result and informed Northampton management.

Northampton management proceeded to conduct contact tracing on [REDACTED] to determine the potential risks to other associates and the public. [REDACTED] was last in the dispensary on Tuesday, 4/14. Shifts and station assignments were tracked for a period of seven days before the onset of symptoms. Once time periods and locations were narrowed down, camera footage was reviewed to evaluate compliance with PPE (masks, gloves), social distancing, and cleaning protocols to determine if there were any persons that would meet the CDC criteria of close contact. In this case, [REDACTED] and their associates followed SOP and there were no contacts that required quarantine or close monitoring.

Through the COVID-19 response plan, the Northampton management staff was notified via email of talking points to disseminate to staff verbally via routinely scheduled pre-shift check-in meetings.

While NETA continues to enhance its COVID-19 response, a review of the protocol determined that no immediate changes were required as a result of the positive case. NETA continues to engage a third party to clean and sanitize the retail facilities overnight daily. Mobile hand washing sinks are set up outside the facility for the use of patients. Face masks for front line associates are required, and at the time a majority of patients were wearing face protection (both the City of Northampton and Town of Brookline have since required face-covering in public, and NETA offers masks to patients that arrive without one). Stanchions in front of the counters encourage patients to maintain their distance and taped-off boxes on the floor behind the counters remind guides of where 6' is between staff and patients. Staff are instructed to sanitize high-touch surfaces frequently. The associate took responsible action both by staying home [REDACTED] [REDACTED] by reporting the situation to management and working with HR as instructed to keep the workforce safe.

**What could happen, if not corrected?**

**Potential loss (If not corrected, can similar circumstances as this incident turn into a serious or severe incident?)** During the COVID-19 pandemic, vigilance is necessary to limit the spread within the workplace.

**Corrective Action (How will NETA attempt to prevent the same incident from reoccurring?)**

Constant audit and review of the COVID-19 response plan are necessary to ensure the safety of associates and the public, however, all cases will not be preventable.

**Likelihood of Recurrence (If not corrected, what is the likelihood that another incident, same or even more severe, will happen?)**

During the pandemic, all cases will not be preventable. Through vigilance - NETA hopes to mitigate the risks.

Bottom of Form

**Prepared By:**

<b>Initially Prepared by:</b> [REDACTED]	<b>Date:</b> 4/26/2020
<b>Role:</b> [REDACTED]	<b>Signature</b> [REDACTED]

**Reviewed By:**

<b>Reviewed by:</b> [REDACTED]	<b>Date:</b> 4/26/2020
<b>Role:</b> [REDACTED]	<b>Signature:</b> [REDACTED]