

## MANUAL OF ADMINISTRATION

<b>TOPIC:</b> HEALTH AND SAFETY	<b>SUBJECT:</b> Incident/Injury Investigation	<b>Code:</b> HS012
		<b>Date of Issue:</b> Oct 2000
		<b>Revised:</b> August 2011
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### **PURPOSE:**

To identify all, immediate and basic, causes of the incident and make the necessary recommendations to prevent the injury/illness from reoccurring.

### **DEFINITIONS:**

**Injury:** Any incident that requires health care and that may or may not result in lost time for an employee. This will include any time where modified duties are offered due to a workplace incident.

**Incident:** Property damage, fire, environmental release to office or homes in which Avenue II is named on the lease.

**Health Care:** An injury that results in attention received from a recognized health care provider but that does not result in time away from scheduled work nor a wage loss. Health Care includes: services requiring the professional skills of a health care practitioner (e.g. doctor, nurse, chiropractor, or physiotherapist) services provided at hospitals and health care facilities, obtaining prescription drugs.

**Critical Injury:** Injuries which include those of a serious nature that place life in jeopardy (i.e., an incident that could potentially cause loss of life and where medical attention is sought even though the injured person may not appear to be seriously injured); produce unconsciousness; result in substantial loss of blood; involve a broken arm or leg; loss of leg, arm, hand, or foot; burn to major portion of body; loss of sight in eye.

### **PROCEDURE:**

When an injury or incident occurs, Policy AD082, Incident Reporting System, must be followed. In case of injury to an individual, Policy AD155, Protocol for a Serious Occurrence, will be followed. Avenue II will immediately investigate all

- Fatalities
- Critical injuries
- Lost time
- Occupational illness
- Property damage
- Fire
- Environmental release

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### **The injury/incident investigation process involves the following steps:**

#### **RESPONSIBILITIES:**

##### **Employee:**

1. The incident is reported according to Policy HS010 – Injury/Illness Reporting, and/or AD082 - Incident Reporting System, and/or AD155 - Protocol for a Serious Occurrence, whichever is applicable.
2. Preserve the accident scene. Do not move or clean up anything unless it creates a risk to yourself or others.
3. Participate in the investigation where required.

##### **Management:**

1. Ensure appropriate paperwork completed.
2. In the case of a critical injury or death, preserve the scene of the accident, unless it puts others at potential risk of injury. In all other instances and where it does not interfere with support of the individual, preserve the scene.
3. Transport employee for Health Care, home, or call ambulance.
4. If a person is killed or critically injured, the Manager or On-Call Supervisor will immediately notify the Director of Support Services, the Director of Finance and Administration, or the Executive Director. The employer will immediately notify the Ministry of Labour, a certified representative of the Health and Safety Committee, and the Union. A written report of the incident will be submitted to the Ministry of Labour and to the Executive Director within forty-eight (48) hours of the accident.
5. Participate in the investigation as required.

##### **Director of Finance and Administration:**

1. Initiate an investigation immediately upon receiving the Incident Report and/or WSIB report where it meets the criteria for investigation.
2. Select the Investigation Team consisting of one management representative and one Health and Safety Committee worker representative (most readily available will be selected). Changes to members of the investigation team will not be made during the course of the investigation.

##### **Joint Health and Safety Committee Worker Representative:**

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1. The worker representative of the Joint Health and Safety Committee investigates all injuries/incidents.
2. The worker representative must be involved in the investigation of a fatality or critical injury.
3. The worker representative and a supervisor together conduct the investigation and assist in completing the report. Both the supervisor and the worker representative sign the injury/incident investigation report.
4. Where required by legislation the worker representative submits a copy of the injury/incident investigation report to the appropriate authority.

### **Investigation Team Responsibilities:**

1. Collect information within 3 working days.
  - Interview workers involved
  - Interview witnesses
  - Interview outside experts if applicable (i.e. suppliers, etc.)
  - Ensure the interviews are conducted as soon as reasonably possible
  - The interviews should be conducted in a quiet place, one on one
  - The interview must be documented
2. Conduct a scene assessment.
  - Make observations, on site assessment of the scene (site, equipment, material)
  - Use photographs/sketches/drawings, etc.
3. Identify contributing factors.
  - Factors to consider are People, Equipment, Material, Environment and Process
4. Write report
  - Use the Injury Investigation Form to identify contributing factors through a review of items such as logs, training records, time of day, length of service in this work area, etc.
  - Consideration is given to lack of safety equipment enforcement and/or the need for safety equipment.
  - The standard investigation reporting system (form) must capture all the requirements contained in the investigation procedure.
  - Copies of the investigation report are sent to the Executive Director and the Director of Support Services.

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5. Recommendations for corrective action:
  - Responsibilities must be assigned.
  - Recommendations are documented on a standard form
  - The recommendations focus on corrective actions to all the contributing factors identified.
6. Recommendations should specify:
  - What
  - Why
  - When
7. Recommendations are acted upon:
  - Assign responsibility
  - The actions are recorded on a standard form
  - Detail what has been done, who has completed the actions and when the actions were completed.
8. Follow up after twenty-one (21) calendar days (if required) to ensure that the corrective action has been implemented. Also, it may be necessary to evaluate the effectiveness of the corrective action and provide further recommendations. If further recommendations are required, they should be added as a follow up to the initial report and submitted to the Director of Support Services and the Executive Director for approval. Once the approval is given, the additional action will be implemented.

### **Senior Management Team:**

1. The Director of Support Services and the Executive Director will review the report and discuss. A written response to the report will be received by the Investigation Team within five (5) working days of receipt of the report.
2. If the course of action recommended by the Investigation Team is approved by the Directors and the Executive Director, the Manager will implement the plan as soon as reasonably possible and advise the Director of Finance and Administration, who will advise the Joint Health and Safety Committee.
3. In such case that the Directors and the Executive Director do not agree with the recommendations, the Investigation Team and the Director of Support Services and/or the Executive Director will respond in writing the reasons outlining their decision.
4. A quarterly summary of injuries/incidents will be posted on the Health and Safety Bulletin board and will be distributed to the Joint Health and Safety Committee

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and the Executive Director. The summaries will aid in determining any additional investigation needs, i.e., Health Care, First Aid, and/or near misses.

### **Human Resources Assistant:**

1. The Human Resources Assistant will record all Incident/Injury Investigations, using the Incident/Injury Investigation Log, to ensure all time lines are met and that follow-up has been completed.

### **Training:**

1. All Directors, Managers and JHSC members will be trained in injury/incident investigation procedures by the Human Resources Assistant.
2. JHSC members and all Managers/Directors who are required to conduct investigations will receive formal investigation training. This training will occur within the first month of appointment to the JHSC or as a Manager/Director.

### **Evaluation:**

1. This procedure will be reviewed on an annual basis or if an investigation identifies revisions are required.