



SAFETY PROCEDURE – ACCIDENT/INCIDENT INVESTIGATION

EFFECTIVE DATE: March 1, 2007

1. PURPOSE

The purpose of this procedure is to identify the duties, roles and responsibilities of workplace parties so that an effective and immediate accident/incident investigation and reporting process is in place. This will include identifying all contributing factors of the accident/incidents and hazardous situations and making the necessary recommendations to prevent the accident/incident from recurring.

2. SCOPE

- **Review regularly** reports of the following injury/incident types to determine any investigation needs:
 - First Aid
 - Health Care
 - Near Miss
- **Definitions**
 - *First Aid* - When an employee, as a result of an accident in the workplace receives on-site first aid assistance. Includes cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, and splints.
 - *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 or a wage loss
 - *Near Miss* – An event that under different circumstances could have resulted in physical harm to an individual or damage to the environment, equipment, property and/or material

The following categories of accident/incidents require an immediate investigation as they may produce a loss to people, equipment, material and environment:

- *Fatality* – An injury that results in loss of life
- *Critical Injury* – As defined in the Ontario Regulation 834/90 it is a critical injury if the injury places life in jeopardy; produces unconsciousness; results in substantial loss of blood; involves the fracture of a leg, or arm but not a finger or toe; involves the amputation of a leg, arm, hand, or foot but not a finger or toe; consists of burns to a major portion of the body; or causes the loss of sight in an eye.
- *Lost Time* – A work related injury that results in the injured employee missing scheduled time from work resulting in a wage loss
- *Property Damage* - When there is significant property damage, a value of \$250 is suggested as a general guideline to be used by a supervisor, although other factors could impact on the need and level of investigation and reporting
- *Occupational Illness* – A condition that results from exposure in a workplace to a physical, chemical or biological agent that normal physiological mechanisms are affected and the health of the worker is impaired
- *Environmental Release* – An accidental discharge of a physical, biological or chemical substance into the workplace and/or community
- *Fire/Explosion* – An event where undesired combustion occurs

3. COMMUNICATION

The results and corrective action taken for the accident/incidents will be communicated to the employees in a number of ways:

- Minutes of the health and safety committee meetings
- Postings on the safety bulletin boards
- Follow up on Action Plan completed by the supervisor/leader to affected individuals

Notification requirements are the responsibility of Occupational Health and Safety(as outlined below) to notify the following:

External

- Ministry of Labour (MoL) - must be notified immediately by phone, of any fatalities or critical injuries, with this to be followed by a written investigation report within 48 hours.
- Ministry of Labour (MoL) - Fire and Explosion – immediately if it results in an injury.
- Ministry of Environment (MoE) – Chemical releases – immediately.
- Federal - Dangerous goods (spills) – Immediately
- Workplace Safety & Insurance Board (WSIB) – within 3 days or upon first becoming aware of, any accident that causes injury which results in Health Care or Lost Time

Internal

- Joint Occupational Health and Safety Committee
- Wellness Information Coordinator, Rehabilitation Services - when an accident causes injury that results in Health Care or Lost Time. An Employees Report of Accidental Injury or Industrial Disease (FORM 7) must/will be sent to the Workplace Safety and Insurance Board (WSIB) within 3 days of the accident or upon first becoming aware by the Wellness Information Coordinator
- Corporate Insurance Administrator, Human Resources – property, vehicle and/or equipment damage

4. ROLES & RESPONSIBILITIES

Supervisor (Investigator) Responsibilities

- The supervisor in the area where it happened investigates the accident/incident and completes the Investigation Report within 24 hours of the accident/incident or hazardous situation. Fax the completed Accident/Incident Reporting Form and Investigation Report to 519-661-2079 (ext 82079 on campus). As well, the supervisor will ensure that the employee receives the ESRTW documentation package (located on the Rehabilitation Services website, contains the Functional Accommodation Form, “Dear Treating Practitioner” Letter, Confidentiality Guideline and WSIB – ESRTW Information Sheet) if the employee is seeking medical aid and/or losing time from work.
- In the case of personal injury the supervisor ensures that the injured employee(s) receive immediate and appropriate first aid and/or health care.
- Reports those injuries that result in critical injury to Occupational Health & Safety (OHS) immediately by calling ext 82198. During non-business hours the supervisor should call Campus Community Police Services at ext 83300 or 911 from a campus phone.
- In conducting the accident/incident investigation and completing the Investigation Report, the supervisor must ensure the following has been completed:
 - *Assessment of the Scene*
 - i) Inspection of the site, equipment, material that were involved in the accident/incident
 - ii) Site must be secured especially in the case of a critical injury
 - iii) Use of photographs, sketches, drawings of the accident/incident scene indicating sizes, distances, and weights of objects as appropriate
 - *Interviewing*
 - i) Interview employee(s) involved
 - ii) Interview any eyewitnesses
 - iii) Interview outside experts if applicable i.e. suppliers, equipment designers
 - iv) Interviews must be documented
 - v) Interviews should be conducted as soon as possible
 - vi) Interviews should be conducted one-on-one in a quiet place
 - *Identifying the contributing factors*
 - i) Factors to consider are people, equipment, material, environment, process
 - *Write the report*
 - i) Record all findings of the accident/incident investigation on the standard investigation reporting form ensuring that all requirements of the written investigation procedure are captured

- ii) Accident/Incident Reporting Form and Investigation Report is available online at:
<http://www.uwo.ca/humanresources/docandform/forms/ohs/aiir.pdf>
- iii) Copies of the completed Accident/Incident Investigation form are distributed as per the distribution list on the form

- *Make recommendations for corrective action*

- i) Responsibilities must be assigned (investigators, management, technical personnel) for completion of the Action Plan
- ii) Record on Investigation Report form under Action Plan
- iii) Recommendations should focus on the corrective action(s) to all the contributing factors identified
- iv) Recommendations should specify What, Why and How the corrective actions will be completed

- *Ensure recommendations are acted upon*

- i) Assign responsibility for the follow-up of the corrective action(s)
- ii) Record on Action Plan section of the Investigation Report form
- iii) Detail what has been done, who has completed the actions and when the actions were completed

- *Ensure the recommendations are communicated to employees by either the work unit or university*

- Please note that when a department fails to report the accident/incident within the required time, any fines levied by the WSIB will be charged to that department.
- The supervisor may involve others and is encouraged to seek advice on corrective measures and other input as needed from Occupational Health & Safety (OHS) and/or Rehabilitation Services and/or Workplace Health Services. These areas have personnel with extensive training and/or licensed professionals in health and safety, ergonomics and physical health/medicine.

Management (Department Chair or Unit Head) Responsibilities

- Signs and ensures that completed Accident/Incident Investigation reports are faxed to 519-661-2079 (ext 82079 on campus), (Rehabilitation Services, Rm 4159, Support Services Building) within one working day
- Reviews all Accident/Incident Investigation Reports for his/her department and identifies the causes or contributing factors. Ensures all corrective actions have been taken to prevent recurrence and have been communicated to all employees in the work area. Utilizes Occupational Health and Safety (OHS) resources as needed to ensure that such actions are completed. Other service units may need to be contacted to assist in implementing corrective actions.
- Assists or works in cooperation with OHS and/or the local health and safety committee and/or the Joint Occupational Health and Safety Committee as needed to correct or

address identified matters of health and safety within his/her department.

Joint Occupational Health & Safety Committee Responsibilities

- Reviews and analyzes accident/incident, details identifying areas of concern and makes recommendations to administration as necessary on matters of health and safety.
- The certified worker member will participate in the investigation of all "critical injury" accidents
- Assists as needed in the implementation of corrective actions.

Occupational Health & Safety Responsibilities

- Reviews all Accident/Incident Reporting Forms and Investigation Reports and follows up as appropriate/required. Ensures that recommendations are appropriate and that preventative and corrective actions have been taken. Assists or provide direction as needed for the implementation of corrective actions.
- Ensures reports are distributed to any areas requiring information for subsequent follow up of additional corrective action or for injury treatment and rehabilitation and/or accommodation purposes.
- If an accident results in a "critical injury", OHS will immediately notify the following:
 - Ministry of Labour (MoL) - Within 48 hours, will send a written report to the Ministry of Labour.
 - Joint Occupational Health and Safety Committee certified worker member or the worker representative for the appropriate employee bargaining association (i.e. Staff, Faculty, PMA, CUPE 2361, CUPE 2692 etc.). If bargaining unit representative cannot be reached, the management certified member is contacted.
 - Co-chairs of the JOHSC
- Director of Occupational Health and Safety or designate will take part in the investigation of critical incidents or fatality and provides necessary support and assistance as required.

Employee Responsibilities

- Immediately reports to supervisor any work related injury/illness. This includes accidents such as cuts, puncture wounds, needle stick injuries, sprains and burns as well as those that are of a gradual onset (chronic) i.e. back pain, repetitive strain.
- Immediately reports to supervisor any "near miss" events and/or unsafe work situations and provide necessary details to the supervisor.
- If an employee has to leave the workplace due to a work related injury or illness, he/she is advised to go first to Workplace Health Services during normal working hours (8:30 am - 4:00 pm). Alternate medical attention should be sought outside these hours. The employee should have a copy of the ESRTW documentation (located on the Rehabilitation Services website, contains the Functional Accommodation Form, "Dear

Treating Practitioner” Letter, Confidentiality Guideline and WSIB – ESRTW Information Sheet) and take the package with them for their health care practitioner to complete. In the case of an emergency, the employee or person providing assistance must contact the supervisor as soon as possible following the treatment of the injury.

- If an employee has restrictions in performing regular job duties and requires workplace accommodation, he/she must provide the Rehabilitation Coordinator in Rehabilitation Services with documentation indicating the nature and duration of the restrictions. Further documentation may be requested by the Rehabilitation Coordinator upon written consent of the employee.

Workplace Health Services Responsibilities

- Administers first aid measures as necessary and determines need and arranges for treatment referrals as needed.
- Refers employees to the Rehabilitation Coordinator who will arrange and coordinate accommodation in the workplace as needed. Subject to the employee's written consent, provides an initial medical report to the Rehabilitation Coordinator in Rehabilitation Services.
- Arranges for follow up medical assessments of ill/injured employee.

Rehabilitation Services

- Reviews the Accident/Incident Reporting Form and Investigation Report(s) for the purpose of determining the need for rehabilitation and/or accommodation assessment.
- Consults with Workplace Health Services and other Health Care Professionals to review medical reports and refers employee for clinical assistance.
- Refers corrective actions and follow up to the Health and Safety Consultants.
- Completes and forwards necessary documentation and any other supporting correspondence to the Workplace Safety and Insurance Board within 3 working days of being notified of a work-related accident/illness.

5. TRAINING

- As part of their health and safety accountabilities, all supervisors must complete the mandatory Faculty/Supervisor Responsibilities Course where they are trained on how to properly conduct these investigations. This training must be completed upon being hired or after a promotion into a supervisory position.
- The supervisor may involve others and is encouraged to seek advice on corrective measures and other input as needed from Occupational Health & Safety (OHS) and/or Rehabilitation Services and/or Workplace Health Services. These areas have personnel with extensive training and/or licensed professionals in health and safety, ergonomics and physical health/medicine.

6. EVALUATION

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