

INCIDENT/ACCIDENT INVESTIGATION POLICY and PROCEDURES

Policy:

Community Living-Central Huron is committed to providing a safe and healthy workplace for its employees and volunteers; a workplace that is free from occupational illness and injury. It is inevitable that an incident or accident will occur; therefore, the Agency has established effective incident/accident investigation procedures that examine all events that may or did result in harm to people, damage to property, reduction in performance or harm to the work environment. Each incident/accident will be investigated immediately. The Incident/Accident Investigation Policy will be in accordance with the Occupation Health & Safety Act. Non-compliance with this Policy is subject to discipline, up to and including dismissal.

Definitions:

Accident:

An unplanned event, something unintended occurs that could result in personal injury and/or property damage.

Critical Injury:

Serious injury sustained that: 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; results in amputation of leg, arm, hand, foot, but not a finger or toe; consists of burns to a major portion of the body and the degree of the burn (ie. third degree burn to the hand, would be a critical injury); and causes the loss of sight in an eye. *See Critical Injury Policy No. D-006 for further information regarding procedures for critical injury.

Employee Incident Report and Supervisor Assessment/Action:

A form used by Community Living-Central Huron for employees and volunteers to document the full details of the employee/volunteer's injury/illness.

Employee Incident/Accident Investigation Form:

A form completed by Supervisors and Location Health & Safety Representatives (LHSR) when conducting incident/accident investigations.

Hazard:

Any real or potential condition, practice, behaviour, act or thing that can cause injury, illness, adverse health effects, death or damage to or loss of equipment, property or the environment.

Hazard Awareness:

Is the practice of being able to recognize all potential hazards, assess or evaluate the hazard and associated risks; then to control the hazard and evaluate and monitor any controls put in place. Hazard awareness is the responsibility of all workplace parties - the Employer, Supervisors and Workers, Internal Responsibility System (IRS).

Health Professional:

For the purpose of this Policy, it will be the qualified health care provider who treats the injured/ill employee while they are off work; examples: physician, dentist, chiropractor, physiotherapist.

Incident:

An undesired event that may or may not have resulted in harm to workers or property damage; it can be an individual occurrence or something that occurred because of another action, event or activity.

Internal Responsibility System:

Is a system in an organization where everyone has direct responsibility for health and safety as an essential part of their job. Every person (Employer, Supervisor and Worker) takes initiative on health and safety issues and works to cooperatively solve problems and make improvements on an on-going basis.

Lost Time:

Injured/ill employee does not return for the next scheduled shift(s), and results in a WSIB Form 7 being completed.

Near Miss:

Refers to an incident or hazardous condition/event that did not result in an injury/illness.

Occupational Injury:

Is an event that results in physical harm to an employee.

Occupational Illness:

Is a condition that results from exposure in a workplace to a hazard to the extent that normal physiological or psychological mechanisms are affected and the health of the worker is impaired.

WSIB (Forms 6, 7 and 8):

WSIB is the abbreviation for Workers Safety & Insurance Board.

WSIB - Form 6 - "Worker's Report of Injury/Disease" - when an employee receives services from a Health Professional because of a work related injury or illness they must complete Form 6, provide a copy of such to their supervisor and then themselves send Form 6 to WSIB.

WSIB - Form 7 - "Employer's Report of Injury/Disease" - this form is completed by the Employer (Community Living-Central Huron) and sent to WSIB within three (3) calendar days after learning of the accident/illness. A copy of Form 7 is provided to the injured/ill employee.

WSIB - Form 8 - "Health Professional's Report" - the injured/ill employee should tell the health professional that first treats them for the injury/illness that the injury/illness is work-related. The completion of Form 8, triggers the completion of Forms 6 and 7. The employee must provide a copy of Form 8 to their supervisor.

Purpose:

The purpose of this Policy is to provide procedures for reporting and investigating workplace injuries, illnesses, accidents and near misses in order to meet legislative requirements, prevent recurrences, determine root causes, review current work practices and implement improved work practices, as required. Community Living-Central Huron is committed to being proactive in identifying and eliminating situations that may cause an incident and/or accident from occurring in the first place and as such requires all employees and volunteers to take responsibility for their own health and safety (Internal Responsibility System, IRS) as well as the health and safety of co-workers, people supported and all others. The Agency recognizes it shares in the responsibility of a safe and healthy workplace; therefore, has in place several policies and procedures that promote audits, routine practices and maintenance, risk/hazard identification, etc., in the workplace that aids in the prevention and elimination of accidents and incidents.

An incident/accident investigation must be completed for all incidents and accidents, as follows:

Guidelines for Incident/Accident Investigation:

1. Employee/Volunteer to assess the severity of the incident/accident giving consideration for the following:

- No Treatment - employee/volunteer is not hurt or injured and does not require treatment; is there property damage;
 - First Aid - employee or volunteer treated on-site utilizing first aid supplies (ie. bandage); no treatment required by a health professional; *See First Aid Policy and Procedures No. D-011;
 - Medical Aid - employee/volunteer cannot adequately be treated at the work location, injury/illness requires treatment by a health professional or at hospital emergency department (stitches, Xray); call 911;
 - Lost Time - employee/volunteer requires treatment from a health professional or at hospital; results in time lost from work, beyond the date of the incident/accident. Requires completion of WSIB claim form. *See Early & Safe Return to Work Policy No. E-016;
 - Critical Injury - employee/volunteer injury may be life threatening and requires emergency response (ambulance, fire); results in time lost from work, requires completion of WSIB claim form; requires investigation by Management Staff, Location Health & Safety Representative and requires notification to the Ministry of Labour; *See Critical Injury Policy, No. D-006.
*Volunteers would not have lost time or WSIB Claims.
2. Notify your Immediate Supervisor or designate:
Employee/volunteer will notify their Supervisor, designate or on-call pager as soon as possible to identify any injuries/damage, potential information sources (people, objects), what they have done to secure the incident scene/prevent further injury or damage; inform co-workers/relevant parties and complete an Employee Incident Report fully and submit it to their Supervisor or designate as soon as possible.
 3. Gather Evidence:
The Supervisor and Location Health & Safety Representative to gather evidence, as it will assist to gain a clear picture of what happened, so that actions can be taken to prevent similar incidents. Use Employee Incident/Accident Investigation Form to assist with gathering evidence. Do not assign blame, be objective, ask employees if they have any ideas on how to control or eliminate the risk.
 4. Collate and Analyse the Evidence:
Put all the facts together, in order as they occurred, make sure you have enough evidence to avoid information gaps. Review your findings and identify why the incident/accident occurred. Sometimes the safety problem is obvious, such as a wet or slippery surface, not properly disposing of a sharp, etc. Or the incident/accident may have occurred due to lack of appropriate training, an unclear procedure/policy, lack of adequate resources.
 5. Recommended Action/Follow-up:
Make sure your recommendations are specific to the safety issues identified, without creating new safety concerns. Consider available resources, staff responsibilities, set a timeline, rank recommendations according to priority. The Supervisor will review corrective actions in a timely manner to ensure they have been implemented and if so, were they effective, or should additional actions be considered.

Roles & Responsibilities:

Employer:

The Employer will:

1. ensure that regular monthly workplace inspections occur and are documented for each work site, inclusive of Agency vehicles;
2. provide orientation and training to all employees and volunteers regarding the requirements of effective incident/accident investigations and the Internal Responsibility System whereby the Employer, Supervisor, Location Health & Safety Representatives and employees are all responsible for workplace safety;

3. include measures and procedures for employees and volunteers to report unsafe acts and conditions, as well as corrective action;
4. establish and maintain procedures as to how the Employer will conduct incident/accident inspections;
5. review at least once a year the Agency's Occupational Health and Safety Policy and Procedures for the health and safety of employees and volunteers and revise based on current legislation and practice;
6. be familiar with the relevant sections of the Ontario Health & Safety Act, Sections 25 and 26; Duties of Employers;
7. review and revise measures and procedures more often than annually, if the Employer and the Location Health and Safety Representatives determine necessary;
8. in consultation with Location Health and Safety Representatives, develop, establish and provide effective training and educational programs related to incident/accident investigations;
9. post in each workplace a copy of the Occupational Health and Safety Act and any other materials that will assist employees and volunteers to identify their responsibilities and duties related to incident/accident investigations;
10. complete and submit all required documentation as outlined by WSIB.

Supervisor:

The Supervisor will:

11. review at least once a year the Agency's Occupational Health and Safety Policy and Procedures for the health and safety of employees and volunteers;
12. be familiar with the relevant sections of the Occupational Health & Safety Act, Section 27, Duties of Supervisor;
13. comply with the requirements of the Internal Responsibility System and be proactive in conducting incident/accident investigations and necessary follow-up;
14. ensure Location Health & Safety Representatives (LHSR) have training, instruction and be familiar with proper procedures to complete effective incident/accident investigations; such training will take place prior to completing incident/accident investigations;
15. provide site-specific training, inclusive of Agency vehicles to employees and volunteers on incident/accident investigations to assist in the completion of effective investigations; for example review First Aid Policy, location of WSIB Forms kit, Employee Incident Form, etc.;
16. conduct annual Workplace Hazard/Risk Assessments using the Agency's designated form;
17. conduct regular workplace inspection audits inclusive of Agency vehicles being mindful of potential sources of incidents/accidents, using the Agency's designated form;
18. educate and instruct employees and volunteers on a safe workplace and prevention of occupational injury and/or illness;
19. investigate and resolve all reports of an unsafe workplace, ensuring controls are in place;
20. respond in writing to any written or verbal reports and provide written recommendations to improve workplace safety;
21. seek regular input from LHSR's and all employees to update the RACE Tool - Hazard/Risk Registry.
22. complete and submit all required documentation as outlined by WSIB.

Location Health and Safety Representatives:

The Location Health and Safety Representatives will:

23. comply with the requirements of the Internal Responsibility System and be proactive with the incident/accident investigation procedures;
 - ▶ participate in all training and educational programs, as determined by the Employer to be beneficial for conducting effective incident/accident investigations;
 - ▶ obtain information from the Employer to identify potential or existing occupational injury or illness;
24. provide input to update the RACE Tool - Hazard/Risk Registry;
 - ▶ encourage co-workers to work safely and to report all concerns related to hazards and/or occupational injury or illness immediately to their Supervisor or designate using a Workplace

Hazard and Suggestion Report;

25. obtain from the Employer information concerning the conducting or taking of tests of any equipment, machine, device, article, thing, material or biological, chemical or physical agent in or about a workplace for the purpose of occupational health and safety to prevent a possible incident/accident;
26. be consulted about and be present at the beginning of testing conducted in or about the workplace if the Location Health and Safety Representative believes his or her presence is required to ensure that valid testing procedures are used or to ensure that the test results are valid and will prevent any further incident/accident;
27. review at least once a year the Agency's Occupational Health and Safety Policy and Procedures for the health and safety of employees and volunteers;
28. be familiar with the Occupational Health & Safety Act;
29. conduct and document monthly inspections of their work location inclusive of Agency vehicles and submit such to their immediate Supervisor within the designated timeframe;
30. identify and report situations immediately that may be a source of hazard, occupational illness or injury to employees and volunteers and make recommendations to their Supervisor by completing a Workplace Hazard & Suggestion Report;
31. review Incident/Accident Reports and make written recommendations and submit to Supervisor or designate in the timeframe required.

Employees:

The Employees will:

32. comply with the requirements of the Internal Responsibility System (IRS) by being proactive with incident/accident investigations;
33. be familiar with the relevant sections of the Occupational Health & Safety Act, Section 28, Duties of Workers;
34. participate in all training and educational programs, as determined by the Employer to be beneficial for incident/accident investigations, inclusive of Agency vehicles;
35. report to their Supervisor or designate, immediately, using a Workplace Hazard and Suggestion Report any concerns which could be the source of an incident/accident;
36. provide input to update the 'RACE Tool - Hazard/Risk Registry';
37. abide daily by safe work practices and safe operating procedures to avoid incidents/accidents;
38. take part, when requested, in a workplace inspections to advise of any hazards or risks or potential of such in an effort to eliminate incidents/accidents;
39. advise the relevant Location Health & Safety Representative of any potential sources of incidents/accidents not addressed by the Supervisor;
40. complete and submit all required documentation as outlined by WSIB.

Reporting and Investigation:

The Employer is responsible for ensuring regular inspections of the workplaces, inclusive of Agency vehicles are completed. Community Living-Central Huron will provide training and information to Supervisors, employees and volunteers regarding the requirements of effective incident/accident reporting and investigations. Supervisors are responsible for ensuring Location Health & Safety Representatives (LHSR) complete workplace inspections and are trained to complete such. Training will be documented and to be completed prior to completing any inspections. LHSR will complete assigned workplace inspections, review inspection reports as a Committee and assist the Employer and Supervisor in developing and implementing training and strategies for a hazard-free workplace. Employees and volunteers are required to follow the policies and procedures set out by the Employer.

Evaluation:

Community Living-Central Huron is committed to ensuring safe workplaces and as such will provide orientation, training and any tools necessary to conduct effective workplace inspections. The RACE Tool - Hazard/Risk Registry will be reviewed regularly at staff meetings, to consider leading indicators of workplace risks and hazards through such methods as information gathering (Workplace Inspections,

Vehicle Checklist, Incident Investigations, Job Hazard Analysis, etc., surveys, data collection and Staff meetings.)

Supervisors will regularly audit employee and volunteer practices related to hazards and risks of slips, trips and falls through such means as: monthly, periodic inspections at the work locations; documenting unsafe work practices; providing written recommendations in response to any reports of hazards/risks; reviewing monthly work location checklists completed by Location Health and Safety Representatives; and, completing annual workplace hazard/risk assessments. The Location Health and Safety Representatives will provide written recommendations to the Employer when identifying issues concerning workplace inspections. The Agency will maintain a Hazard/Risk Registry, which will be updated annually in consultation with the Location Health and Safety Representatives, as necessary, based on the written information/documentation received by Supervisors, employees, volunteers and the Location Health and Safety Representatives.

Related Policies and Procedures:

- Guiding Principles (A-002)
- Usage of Agency Equipment/Electronic Communication Technologies (B-006)
- Volunteer (B-007)
- Duty of Care (B-010)
- Code of Conduct (B-011)
- Behavioural Support (C-002)
- Person Supported Complaint/Feedback (C-003)
- Serious Occurrence (C-006)
- Communication Book (C-007)
- Individual Support Policy for Persons Supported (C-009)
- Pet Ownership, Visiting Pets and Service Animals (C-010)
- Orientation of People Supported (C-011)
- Medical Care for Persons Supported Policy (C-012)
- Inventory, Personal Belongings of Persons Supported (C-013)
- Bathing and Showering Supervision of Persons Supported Policy (C-014)
- Health and Safety Policy Statement (D-001)
- Medication Policy Statement (D-002)
- Emergency Policy (D-003)
- Smoking (D-004)
- Critical Injury (D-006)
- Bullying, Harassment and Workplace Violence Policy and Procedures (D-007)
- Pandemic Policy (D-008)
- Preventative Maintenance Policy (D-009)
- Musculoskeletal Disorders Awareness Policy (D-010)
- First Aid Policy and Procedures (D-011)
- Working Alone Policy (D-012)
- Infection Control Policy and Procedures (D-013)
- Hazard/Risk Policy and Procedures (D-014)
- Health and Safety Orientation Policy (D-015)
- Location Health and Safety Representatives Policy (D-016)
- Ladder Safety Policy and Procedures (D-017)
- Sharps Policy and Procedures (D-018)
- Manual Handling Policy (D-019)
- Slips, Trips and Falls Prevention Policy (D-020)
- Workplace Inspection Policy (D-021)
- Work Refusal Policy (D-022)
- Lifts, Transfers and Physical Assistance Policy (D-023)
- Employee and Volunteer Orientation Policy (E-005)
- Professional Development/Training Policy (E-006)
- Individual Consultation (E-007)

- Employee Performance Appraisal (E-008)
- Vehicle Use (E-009)
- Employee Performance Standards (E-011)
- Disciplinary Policy (E-012)
- Early and Safe Return to Work (E-016)

Other Related Agency Documents:

- Community Living-Central Huron Occupational Health and Safety Document
- Medication Procedures Document