## INCIDENT INVESTIGATION POLICY

The purpose of this policy is to ensure that all applicable work-related injuries, illnesses, and incidents are investigated, analyzed, and reviewed in a timely manner so as to prevent the recurrence of future unplanned events.

SCOPE

This procedure applies to all employees for the following categories:

* Fatalities
* Critical injuries Lost time injuries
* All personal injury accidents, involving health care but not ﬁrst aid Occupational Illness
* Fires and explosion
* Environmental releases and/or chemical spills require the Ministry of Environment to be contacted
* Near miss incidents (including property damage as may be determined)

DEFINITIONS

First Aid - Includes but is not limited to: cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, splint, changing a bandage or a dressing after a follow-up observation visit and any follow-up for observation purposes only.

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.

Near Miss - An event that under diﬀerent circumstances could have resulted in physical harm to an individual, damage to the environment, equipment, property and/or material.

Fatality - An injury that results in the loss of life.

Critical Injury - A critical injury means an injury of a serious nature that:

* Places a life in jeopardy;
* Produces unconsciousness;
* Results in substantial loss of blood;
* Involves the fracture of an arm or a leg 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 Injury - A work-related injury that results in the injured employee missing scheduled time from work resulting in a wage loss.

Property Damage - An event where contact is made between two objects resulting in alteration to one or both of the objects.

Occupational Illness - A condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent 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 released into the workplace and/or community.

Fire/Explosion - An event where undesired combustion occurs.

STANDARDS/PROCEDURES

The investigating supervisor, or their designate, will ensure they bring an Investigation Kit which should include:

* Digital camera,
* Tape measure,
* Clipboard, a pad of paper, pens, pencils,
* DO NOT ENTER/CAUTION tape, and
* Investigation procedure and investigation forms.

The investigating supervisor will perform the following task during the investigation:

* Visit the scene, gather and record evidence;
* Conduct interviews and interview all witnesses separately.
	+ Ask open-ended questions that don’t allow a Yes/No answer.
	+ Use silence to elicit more information.
	+ Ask for opinions, and then ask why they think that way;
	+ Evaluate evidence and draw conclusions.
* Interview outside experts, if applicable (for example Suppliers, Equipment Designers); Ensure the interviews are conducted as soon as reasonably possible;
* The interviews should be conducted in a quiet place (for example, a Supervisor’s oﬃce), one on one;
* The interview must be documented;
* Make observations, and use the scene assessment form to document the scene (site, equipment, material);
* Use photographs/sketches/drawings etc.;
* A written narrative (summary) of what happened, include witness statements;
	+ Identify contributing factors;
	+ Factors to consider are People, Equipment and Material, Environment and Process and including what role the factor played.
* Use the Investigation Form to identify contributing factors through a review of items such as maintenance records, drawings, 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; and,
* Copies of the investigation report are sent (when the investigation is completed) to management.

Recommendations for Corrective Action:

* Responsibility must be assigned to implement the recommendations.
* The actions must be recorded on or attached to the investigation report form and must include:
	+ What has been done;
	+ Who has completed the actions; and,
	+ When the actions were completed.

ROLES/RESPONSIBILITIES

Supervisor

* The First Aid logbook must be completed by the First Aider and kept available.
	+ Initial Response:
		- In the case of personal injury, the supervisor ensures that the injured employee(s) receives appropriate ﬁrst aid or health care;
* Always ensure the Worker receives and completes the Employee's Kit for Reporting Work-Related Injuries; and,
* Gather basic details of the event – who, what, where, when, how.

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Investigation

Should the injury involve a critical injury, the accident scene must be cordoned oﬀ and protected to assure it is not disturbed, except for the purpose of:

* Saving life or relieving human suﬀering; or
* Maintaining an essential public utility service or public transportation system; or,
* Preventing unnecessary damage to equipment or other property; or
* Until permission to do so has been given by a (MOL) Inspector.
* The Supervisor will investigate the injury/incident and complete the Investigation Form within 24 hours of the injury/incident or as soon as practicable.
* The Supervisor will contact the Worker Health and Safety Representative(s)/Joint Health and Safety Committee as required to help investigate the injury/incident.
* The Supervisor notiﬁes appropriate personnel as soon as possible: Internal – by contacting Senior Management.
* Observes reporting deadlines for external agencies.

Note: The Supervisor can request assistance from other supervisors or any other source that may be available. They are also responsible for securing the scene of the injury/incident.

Worker Health and Safety Representative(s)/Joint Health and Safety Committee

* The Worker Health and Safety Representative(s)/Joint Health and Safety Committee should be involved in the investigation of all injuries, illnesses and incidents. This is at the discretion of the investigating supervisor unless it is a fatal or critical injury in which case:
	+ The Worker Health and Safety Representative(s)/Joint Health and Safety Committee must be involved in the investigation of a fatality or critical injury.
	+ The Worker Health and Safety Representative(s)/Joint Health and Safety Committee and the supervisor together conduct the investigation and assist in completing the report; and,
	+ Both the supervisor and the Worker Health and Safety Representative(s)/Joint Health and Safety Committee sign the injury/incident investigation report upon completion.

Worker

Immediately report all work-related injuries, illnesses and incidents to management and,

cooperate and not interfere with investigations being conducted by internal and external personnel.

COMMUNICATION

The completed Investigation Report, with Action Plan, if appropriate, will be available in:

* Management File: for management reference and potential/possible use at meetings (Management, Worker Health and Safety Representative(s)/Joint Health and Safety Committee etc.) for a period of 3 years.
* Investigations will be recorded in the Incident Summary Spreadsheet and/or Trends Analysis reports. Notiﬁcation Requirements (Management or designate):
	+ Critical and Fatal Injuries: (under Critical injury regulation) require the Employer to contact the Ministry of Labour immediately, and a written investigation report must be completed and sent within 48 hours. Refer to the Ministry of Labour Reporting Procedure for more details.
	+ Fire and Explosion: (Ministry of Labour) (Immediately, if it results in an injury).
	+ Chemical Releases: (Ministry of Environment) (Immediately).

TRAINING

The Worker Health and Safety Representative(s)/Joint Health and Safety Committee, and management who are required to conduct investigations will receive formal investigation training.

This training will occur within the ﬁrst month of employment or as soon as practicable.

EVALUATION/REVIEW

This procedure will be reviewed by management in cooperation with the Worker Health and Safety Representative(s)/Joint Health and Safety Committee on an annual basis or if an investigation identiﬁes revisions are required.