

Title: Incident Investigation Policy

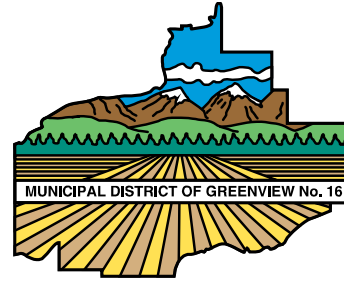
Procedure No: 3020

Effective Date: January 14, 2020

Supersede: 3002

Approved by: CAO

Review Date: January 14, 2023



Purpose: The purpose of this policy is to ensure workers are aware of the incident reporting and investigation process and to ensure all measures will eliminate all factors that could contribute to future incidents.

DEFINITIONS

OH&S means Occupational Health and Safety

WCB means Workers Compensation Board

PPE means Personal Protective Equipment

POLICY

1. Policy Statement:

- 1.1 Greenview requires all workers to immediately report to their supervisor all incidents that result in injury or property damage and all near misses that had the potential for serious injury or property damage. Investigation of all incidents and injuries shall take place to within 24 hours to determine causes and contributing factors. Measures shall be taken to eliminate all such factors.
- 1.2 **THE SAFETY INFORMATION IN THIS POLICY DOES NOT TAKE PRECEDENCE OVER OH&S REGULATIONS. ALL WORKERS MUST BE FAMILIAR WITH THE OH&S ACT AND REGULATIONS.**

2. General Requirements:

- 2.1 Greenview will investigate all incidents and injuries as it deems necessary, including the following:

- a. All incidents that result in death or injury requiring medical treatment.
 - b. All causes of occupational illness.
 - c. All incidents involving property damage that results in a substantial loss.
 - d. All near-miss incidents that had the potential for causing serious injury or property damage.
 - e. All structural failures, including those in buildings, cranes, hoists, excavations, or temporary structures.
 - f. Incident trends detected by the Safety Committee and indicated by incident and injury statistics.
 - g. Any major release of toxic substances.
- 2.2 All investigations will be initiated within 4 hours. All incidents required to be reported to the WCB and/or OH&S will be immediately reported to the nearest board office.
- 2.3 Investigation teams will include a trained and qualified supervisory staff person and where practicable a Safety Committee worker representative. Investigations will:
- a. Attempt to identify the cause of the incident.
 - b. Identify the corrective action required to eliminate the cause.
 - c. Identify the person(s) responsible for implementing the changes within a set time period.
- 2.4 An investigation will be completed and submitted to the department manager and, if required under the regulations, to proper regulatory body.
- 2.5 Each job site will have an Incident Investigation Kit. Requirements and contents are outlined in Report of Incident, Injury, or Illness forms.

3. Incident Investigation Process:

- 3.1 Generally, the person responsible and accountable for investigating an incident should be the worker's supervisor. Where practicable, a worker representative and the worker's foreman shall be included in the investigation. The investigation will follow a standard format based on the Incident Investigation Checklist.
- 3.1.1 Where practicable, the scene of an incident required to be reported by OH&S regulations must be left untouched until permission to clear the scene has been granted by a board officer. Exceptions include activities for rescue work, or prevention of further failures or injuries.
 - 3.1.2 Only qualified competent personnel will be assigned to restore safe conditions following an incident. These workers are required to conduct detailed risk assessments prior to executing restoration activities. (Note – due to severity and probability, these plans require special approval by Safety Advisor prior to proceeding)
- 3.2 Investigative Activities:
- 3.2.1 The four stages of an incident investigation are as follows:

- a. **Pre-Incident Stage**: the factors that permitted the sequence of events leading to the incident. These may include:
 - Greenview Characteristics: trade, size, Safety Program, supervision, equipment maintenance, etc.
 - Worker Characteristics: age, sex, occupation, health, experience, training, etc.
 - b. **Incident Stage**: the immediate factors in the incident. These may include:
 - What the worker was doing: task, specific activity, posture, location, etc.
 - Materials and Equipment directly involved: type, brand, size guarding, condition, etc.
 - Actions and movements that led to the incident: fall, trip, slip, horseplay, etc.
 - Environmental Characteristics: weather, lightning, noise, temperature, vapours, ventilation, housekeeping, free water, etc.
 - c. **Post-Incident Stage**: the factors occurring after the actual incident that minimized or increased the seriousness of the incident. These may include:
 - Emergency Personnel Response.
 - First Aid availability on site.
 - Location and Condition of Emergency Equipment.
 - Evacuation Plans.
 - PPE Worn or Unused.
 - d. **Recommendation Stage**: the period of time after the Incident Investigation has been completed. Recommendations may be made, Incident Reports issued, etc.
- 3.2.2 Visit the incident location. Make yourself thoroughly familiar with the area; machinery and equipment involved.
 - 3.2.3 Gather the necessary data: photos, measurements, notes, drawings, witness names, etc.

- 3.2.4 The Incident Report form shows the information required by OH&S regulations. Additional factors that should be considered during the investigation include:
 - a. The exact location of the incident.
 - b. Equipment, machinery, tools, or material involved.
 - c. Environmental conditions.
 - d. Injuries or damage incurred.
 - e. The job being performed, the safe job procedure (or lack of).
 - f. Unsafe acts involved.
 - g. The ability of the worker's immediate supervisor to supervise.
 - h. The time period between occurrence and reporting of the incident.
 - i. The workers occupation and experience.
 - j. The PPE required and used.
 - k. The worker's age.
 - l. The worker's pre-incident physical mental condition and capability.
 - m. The worker's shift.
 - n. The worker's previous incident record.
 - o. Any education or information provided to the worker prior to the incident in regards to factors involved and the incident.
 - p. Anyone else involved and their employer.
 - q. Remedial actions.
 - r. Incident Trends indicated.
 - s. The job or Greenview morale.
 - t. The Health and Safety Program.

- 3.2.5 Interview witnesses and other persons who may have details about the incident. Interviews require you to be fair and open-minded look for facts, not someone to blame. During the interview you should:
 - a. Put the individual at ease.
 - b. Keep the interview private.
 - c. Advise the individual of the purpose of the interview (ex. to establish the facts of the incident, not to place blame).
 - d. Obtain the individual's version of how and why the incident occurred. Don't look for confirmation of your own opinion and never argue with the interviewee. Ask open-ended questions that require more than a "yes" or "no" answer.
 - e. Repeat the individual's story back once you have heard it. This is a good time to make notes. Attempt to clear up inconsistencies in facts that may become evident. Do not make assumptions, and use diplomacy and consideration to determine what occurred.
 - f. Ask for suggestions for corrective action.
 - g. Let the individual know by what date the report will be completed.
 - h. Get a written statement from the individual or have the person sign acknowledgement of your notes on the statement.
 - i. End the interview by thanking the person.

- 3.2.6 Recommendation Stage: recommendation shall be put forward this could help prevent the incident from reoccurring.

- 3.3 Post-Investigation Activities:
 - 3.3.1 Review and analyze the information gathered. Use the Incident Investigation Checklist.
 - 3.3.2 Complete a Report of Incident, Injury, or Illness forms and provide at minimum the following information (as required by OH&S Regulations):

- a. The place, date, and time of the incident.
 - b. A brief description of the incident.
 - c. The names and jobs of the injured and the witnesses.
 - d. The events preceding the incident.
 - e. The cause of the incident (including contributory and incidental factors).
 - f. Copies of records where factors were addressed (i.e. Daily Tool Box Meeting Minutes).
 - g. The names of the persons who investigated the incident.
 - h. Corrective actions, if any, and when they will be implemented.
- 3.3.3 Forward the report to the safety coordinator office for the Safety Committee's review.
- 3.4 Incident Documentation:
- 3.4.1 Incidents will be documented using the Report of Incident, Injury, or Illness. Documentation is to be completed in stages:
- a. **Report of Incident or Injury (Incident Summary Report)** - This report is completed by the supervisor responsible for the worker or work being performed. Where reasonable and practicable, this report will be submitted to the Safety Department or their designate within **1 hour of the incident**. This will trigger the investigation process.
 - b. **Incident Investigation Statistical Data** - This report is completed by the investigation lead. In most cases this lead will be the Safety Advisor unless other arrangements are made. This report will be completed and submitted to the manager or their designate **within 48 hours**. Upon completion, a signed copy will be forwarded to the Safety Coordinator.
 - c. **Incident Investigation Report** - This report is completed by the Supervisor and sent to the safety Department for input into a statistical reporting system. The reporting times that must be observed are as follows:
 - Phone call to Safety Department – **30 minutes**
 - Summary Sheet to Safety Department/ Department Manager i.e the Incident.Reporting Email - **1 Hours**
 - Full incident report to Safety Department and Department Manager i.e Incident.Reporting Email– **2 days**
- 3.5 Audits:
- 3.5.1 Planned Audits will be conducted to determine if the Incident/Injury Investigation process is effective and being utilized to best meet the requirements of the Safety Program and other legislative requirements. These Audits will be conducted at intervals to be determined by the Safety Department and Department Manager. These Audits are documented using the Incident Investigation Audit Report.

4. Responsibilities:

No.	Role	Responsibility
3.1	Safety Representative/Supervisors	To conduct interviews and investigations in accordance to this policy.
3.2	Workers	Cooperate with the investigator and follow proper protocol regarding interviews & investigation.

By signing below, I acknowledge that I have read and understood this policy, and accept all responsibilities outlined within.

Print Name	Signature	Date