



REPORTING & INVESTIGATION OF EMPLOYEE INCIDENTS, ACCIDENTS AND SAFETY CONCERNS

Responsibility:	<i>Executive Superintendent of Human Resource Services & Organizational Development</i>
Legal References:	<i>Occupational Health and Safety Act; Workplace Safety and Insurance Act.</i>
Related References:	<i>Board Policy 1002 – Occupational Health and Safety; Administrative Procedure 3150 – First Aid; Administrative Procedure 3810 – Workplace Accommodation Program; Administrative Procedure 2330 – Management Process for Students Causing a Risk of Injury; HR-05-770 - Incident/Accident Report Form.</i>

1. Preamble

1.1 The following procedures provide guidelines and expectations for reporting and investigating workplace incidents, accidents and safety concerns, to ensure compliance with the Occupational Health and Safety Act (OHSA), the Workplace Safety and Insurance Act (WSIA), and Workplace Safety and Insurance Board (WSIB) occupational injury reporting requirements.

1.2 All WRDSB staff (full or part-time) are covered by the WSIA throughout the course of their employment with the Board. Employees who sustain personal injury arising from and during the course of employment, or who suffer from an occupational disease must report such injury to their employer as per the WSIA. Injuries, even those that do not require medical attention at the time, must be reported within 24 hours to the Safety, Wellness and Security department.

2. Definitions

2.1 Incident An incident is defined as an unplanned event that did not result in an injury or illness.

2.2 Accident An accident is an unplanned or unexpected event resulting in injury requiring first aid, health care, and/or results in a critical injury, fatality or property damage.

2.3 Critical Injury A Critical Injury is defined as “an injury of a serious nature that:
(a) places life in jeopardy;
(b) produces *unconsciousness;
(c) results in substantial loss of blood;
(d) involves the fracture of a leg or arm but not a finger or toe;
(e) involves the amputation of a leg, arm, hand or foot but not a finger or toe;
(f) consists of burns to a major portion (i.e.>10%) of the body; or
(g) causes the loss of sight in an eye.”

Regulation 834, Critical Injury Defined, under the Occupational Health and Safety Act

*(Note: * An altered state of consciousness could include near drowning, electric shock or seizure.)*

- 2.4 First Aid 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. Please refer to Administrative Procedure 3150 – First Aid.
- 2.5 Health Care Health care (or medical attention) includes services requiring the professional skills of a health care practitioner (i.e. a doctor, nurse, chiropractor or physiotherapist), services provided at a hospital and/or health facility and/or require prescription drugs. Incidents where health care services were required must be reported to the WSIB within 3 days (72 hours).
- 2.6 Hazardous Situation A situation that has not caused immediate injury but causes an environment or happening that could be hazardous, should the circumstances be different, to a person's health. Includes, but is not limited to: chemical spill or leak, observation of faulty equipment, wet or icy conditions on walkways in and around school entrances/exits, indoor air quality concern, etc.
- 2.7 Safety Concern A potential or existing hazard which an employee believes may present a risk to his/her health or safety, or the health and safety of other persons in the workplace.

3. Responsibilities

3.1 Employee:

It is the responsibility of all employees at the WRDSB to:

- 3.1.1 Report all incidents, accidents and occupational illnesses/diseases **within 24 hours of occurrence or diagnosis** to his/her administrator/supervisor using the *Incident/Accident Report Form* (HR-05-770) to the best of his/her knowledge and ability. Participate in the investigation and identification of corrective/preventative actions, as deemed appropriate by the administrator/supervisor;
- 3.1.2 Report safety concerns to his/her immediate administrator/supervisor either verbally or on the *Incident/Accident Report Form* (HR-05-770) and participate in the investigation and identification of corrective/preventative actions, as deemed appropriate by the administrator/supervisor;
- 3.1.3 Provide his/her written signature on the *Incident/Accident Report Form* (HR-05-770) and keep a completed copy after it has been faxed to Safety, Wellness and Security for his/her records;
- 3.1.4 Ensure that all personal information is entered correctly and the details of the incident are documented as thoroughly as possible.
- 3.1.5 Notify the Return to Work Officer (519-570-0003 ext.4567) immediately if he/she seeks medical attention after the *Incident/Accident Report Form* (HR-05-770) has been submitted (either through editing the "Treatment" section of the existing form and re-faxing, or contacting the Return to Work Officer by phone or internal email);
- 3.1.6 If required, obtain a WSIB Functional Abilities Form from the Return to Work Officer and have it completed by a health care practitioner (if medical attention is sought). Return the completed form to the Return to Work Officer (confidential fax: 519-570-5537); and
- 3.1.7 If required, assist and cooperate with your administrator/supervisor and the Return to Work Officer in identifying appropriate interim employment for a goal of safe and timely return to work.

3.2 Administrator/Supervisor:

It is the responsibility of the administrator/supervisor to:

- 3.2.1. Ensure this procedure is understood and implemented;
- 3.2.2. Ensure that employees have been informed and instructed in the steps within this procedure that apply;
- 3.2.3. Ensure that all incidents, accidents, occupational illnesses and concerns are investigated and that corrective and preventative actions are documented and completed to prevent re-occurrence;
- 3.2.4. Ensure that signatures are acquired before faxing the *Incident/Accident Report Form* (HR-05-770), however, do not delay submitting the form within 24 hrs of occurrence if you cannot obtain the signature of the injured party;
- 3.2.5. When needed, perform duties as required for a critical injury or fatality [refer to section 4.4 of this procedure]; and
- 3.2.6. Participate in safe and timely return to work process.

3.3 Manager of Health, Safety, and Security (519-570-0003 ext.4221):

It is the responsibility of the Health, Safety, and Security Manager to:

- 3.3.1 Be the contact for critical injury or fatality for the Safety, Wellness and Security department;
- 3.3.2 Provide assistance to the administrator/supervisor in completing their investigation of the incident/accident and development/implementation of corrective/preventative actions, when required;
- 3.3.3 Correspond with the JHSC; and
- 3.3.4 When needed, perform duties as required for a critical injury or fatality [refer to section 4.4 of this procedure].

3.4 Safety and Training Officer (519-570-0003 ext.4638):

It is the responsibility of the Safety and Training Officer to:

- 3.4.1 Maintain this procedure;
- 3.4.2 Perform duties as designate for the Health, Safety and Security Manager;
- 3.4.3 Provide assistance to the administrator/supervisor in completing their investigation of the incident/accident and development/implementation of corrective/preventative actions, when required;
- 3.4.4 Ensure corrective/preventative actions are followed-through with, when required;
- 3.4.5 Correspond with appropriate Board staff related to the incident/accidents;
- 3.4.6 Ensure incident/accident data is inputted and maintained in the Parklane system; and
- 3.4.7 When needed, perform duties as required for a critical injury or fatality [refer to section 4.4 of this procedure].

3.5 Return to Work Officer (519-570-0003 ext.4567):

It is the responsibility of the Return to Work Officer to:

- 3.5.1 Ensure the timely submission of the Form 7 to the WSIB; and
- 3.5.2 Maintain the WSIB and Early and Safe Return to Work aspects of this procedure including providing support to administrator/supervisors as it relates to return to work.

4. Employee Incident/Accident Reporting Requirements

ALL incidents and accidents must be reported to the Safety, Wellness and Security department (fax #: 519-570-5561 or email: hsincident@wrdsb.on.ca) on the *Incident/Accident Report Form* (HR-05-770) within 24 hours of occurrence.

A 'Critical Injury or Fatality' must be reported immediately by an administrator/supervisor to the Safety, Wellness and Security department using the Board's Urgent Response phone number (519-570-0003 ext.4123). See Section 4.4 for critical injury or fatality procedure.

The reporting requirements of an incident/accident may be different depending on the severity of an injury:

- 4.1 No injury, hazardous situation, near miss or property damage:
 - 4.1.1 Complete *Incident/Accident Report Form* (HR-05-770) within 24 hours of occurrence, sign and send form (fax # 519-570-5561);
 - 4.1.2 Administrator/Supervisor or designate to follow through with corrective/preventative actions.

- 4.2 First Aid Injury (refer to Administrative Procedure 3150 - First Aid):
 - 4.2.1 Control any hazardous conditions that may exist;
 - 4.2.2 Call First Aid Responder to provide first aid as required;
 - 4.2.3 Call/direct someone to call in support if needed. Call "911" if required. Notify administrator/supervisor;
 - 4.2.4 Complete *Incident/Accident Report Form* (HR-05-770) within 24 hours of occurrence, sign and send form (fax # 519-570-5561);
 - 4.2.5 The administrator/supervisor is to follow through with corrective/preventative actions.

- 4.3 Health Care/Lost Time Injury:
 - 4.3.1 Control any hazardous conditions that may exist;
 - 4.3.2 Call First Aid Responder to provide first aid as required;
 - 4.3.3 Call "911" or provide transportation to doctor/hospital as required;
 - 4.3.4 Complete *Incident/Accident Report Form* (HR-05-770) within 24 hours of occurrence, sign and send form (fax # 519-570-5561);
 - 4.3.5 The administrator/supervisor is to follow through with corrective/preventative actions;
 - 4.3.6 The employee, administrator/supervisor and the Return to Work Officer will participate in a safe and timely return to work process, if required. The employee's union or association will be notified of return to work planning;
 - 4.3.7 The Safety, Wellness & Security department will provide a notice of occurrence with the prescribed information as per the requirements set out in section 51 and 52 of the OHS Act, to the employee's union or association and the JHSC.

- 4.4 Critical Injury or Fatality:
 - 4.4.1 Control any hazardous conditions that may exist;
 - 4.4.2 Call First Aid Responder to provide first aid as required;
 - 4.4.3 Call "911" if required;
 - 4.4.4 The administrator/supervisor will call the **Urgent Response** line (519-570-0003 ext.4123) to inform Safety, Wellness and Security of the occurrence;
 - 4.4.5 The Health, Safety & Security Manager, or designate will notify the Ministry of Labour and JHSC Co-Chairs and proceed to the site (as needed);
 - 4.4.6 A Human Resources designate will contact the employee's union or association;
 - 4.4.7 Do not disturb the site:

"Where a person is killed or is critically injured at a workplace, no person shall, except for the purpose of,

- a) *saving life or relieving human suffering;*
- b) *maintaining an essential public utility service or a public transportation*

- system; or
- c) *preventing unnecessary damage to equipment or other property, interfere with, disturb, destroy, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission to do so has been given by an inspector,*

interfere with, disturb, destroy, alter or carry away any wreckage, article, or thing at the scene of or connected with the occurrence until permission so to do has been given by an inspector."

Section 51- Preservation of Wreckage, OHSA

- 4.4.8 In order to ensure that the accident scene is not disturbed, the scene will be secured and all activity in this area will cease. No persons other than those designated with authority to do so shall be allowed near the area;
- 4.4.9 It is the responsibility of the administrator/supervisor or designate to commence an internal investigation as soon as possible after the occurrence of the incident. The investigation will involve the gathering of information and no piece of equipment, tool or thing will be disturbed that may have been involved in the accident. Document the investigation on the *Incident/Accident Report Form* (HR-05-770) using supplemental pages if required and fax immediately upon completion to the Safety, Wellness and Security department (fax # 519-570-5561);
- 4.4.10 The administrator/supervisor is to ask all eye witnesses to immediately document (in a quiet individual location) their recollection of the incident. This is to be included with the *Incident/Accident Report Form* (HR-05-770);
- 4.4.11 Depending on the nature and severity of the accident, external agencies such as the Ministry of Labour, Waterloo Regional Police, Coroner, etc. may proceed to the site and take charge of the scene to conduct their own independent investigation;
- 4.4.12 A written report of the circumstances of the accident and other information prescribed by the regulation must be sent to a Director at the Ministry of Labour within 48 hours (see O. Reg. 851, R.R.O. 1990, Industrial Establishments for content of report). The Health, Safety and Security Manager, or designate in collaboration with the administrator/supervisor, JHSC Co-chairs and eye witnesses will compile the report;
- 4.4.13 The administrator/supervisor is to follow through with corrective/preventative actions;
- 4.4.14 The injured employee, administrator/supervisor, and the Return to Work Officer will participate in the Early and Safe Return to Work process if possible. The employee's union or association will be notified of Return to Work planning;
- 4.5 Reporting Student Actions
- 4.5.1 A student may exhibit regular aggressive and/or unsafe behaviour that has been accounted and planned for in the student's Safety Plan. These occurrences, if handled correctly and appropriately, resulting in no injury to a worker, and do not warrant any changes or modifications to the student's Safety Plan, can be recorded on the student's Behaviour Log only. The Behaviour Log is to be reviewed by the Administrator and appropriate staff. Refer to the "Management Process for Student Behaviour Causing a Risk-of-Injury" (AP2330).
- 4.6 Reporting Health and Safety Concerns
- 4.6.1 It is the responsibility of all Board employees to report to their administrator/supervisor the absence of or defect in any equipment or protective device, or the existence of any hazard or contravention of prescribed measures or procedures of which the employee becomes aware.
- 4.6.2 When an administrator/supervisor becomes aware of a hazard in their workplace, or is made aware by an employee, of a hazard or concern in the workplace, he/she will investigate the issue within a reasonable period of time reflective of the severity of the concern but to a maximum of 7 business days (excluding

holidays) and take appropriate corrective/preventative actions to remediate the hazard or concern.

- 4.6.3 If the hazard or health and safety concern reported by the employee cannot be resolved within a reasonable period of time, then the administrator/supervisor is to notify the Health, Safety and Security Manager, or designate to assist with investigation and resolution of the concern.
- 4.6.4 Concerns, investigations, and resulting corrective/preventative action(s) will be recorded on the *Incident/Accident Report Form* (HR-05-770).
- 4.6.5 When completed, a copy of the form will be faxed to the Safety, Wellness and Security department (fax # 519-570-5561) for their records.

5. Workplace Safety and Insurance Board (WSIB) Reporting:

5.1 Notice of Accident to WSIB and Late Reporting

- 5.1.1 As per section 21(1) of the WSIA, the WRDSB is responsible for notifying the WSIB within 3 days (72 hours) after learning of an accident to an employee of the Board if the accident necessitates health care or causes lost time from work.

The WSIB levies a fine of \$250 for late reporting of a lost time or health care claim. Where it is deemed that late reporting is a result of the failure of a school/ department to report the accident to the Safety, Wellness and Security department in a timely manner, the school/department will be responsible for paying the fine.

5.2 Employee WSIB Claims for Benefits

- 5.2.1 As per section 22 of the WSIA:

“A worker shall file a claim as soon as possible after the accident that gives rise to the claim, but in no case shall he or she file a claim more than six months after the accident or, in the case of an occupational disease, after the worker learns that he or she suffers from the disease.”

*Section 22(1)
Workplace Safety and Insurance Act*

For more information on how an employee can file a WSIB claim visit www.wsib.on.ca

5.3 WSIB Case Management

- 5.3.1 It is the requirement of all Board employees to report any new information regarding his/her injury (i.e. ongoing symptoms, complications, need for accommodation, alternate medical care, surgery or additional absence dates, etc.) to the Return to Work Officer (519-570-0003 ext.4567) within 24 hours of occurrence.