

## 4.7 Workplace Accident Investigation Policy

### Intent

The Workplace Accident Investigation policy is intended to provide investigatory procedures in compliance with provincial legislation in the event of a workplace accident. Accurate documentation, proper reports and investigations of workplace accidents will increase the company's overall readiness to identify and resolve workplace safety issues, reduce workplace injuries, and increase efficiency.

### Scope

This policy applies to all employees always and without exception.

Unionized employees are requested to refer to their current Collective Agreement for specific information pertaining to this policy. Where the Collective Agreement is silent, bargaining members shall refer to the contents of this policy. In situations where the directions of this policy cover issues also in the Collective Agreement, the Collective Agreement will be the final authority.

*Please note: the reporting guidelines and procedures noted in this policy do not negate the reporting requirements required by WSIB/WCB/WorkSafeBC. Please refer to the company's Reporting Workplace Injuries - Compliance Policy for specific reporting requirements as required by the WSIB, WCB and WorkSafeBC.*

This policy has been developed to incorporate the legislative requirements of Alberta, British Columbia and Ontario and shall be updated accordingly should the employer expand its operations into additional provinces.

### Guidelines

The employer will comply with all required federal and provincial regulations, legislation and workplace compliance issues regarding health and safety, the correct reporting of any workplace injuries, and will strive to prevent workplace injuries through the implementation of health and safety policies, procedures and programs.

When an accident occurs a member of the Joint Health and Safety Committee should immediately be contacted for an investigation to be started, even if the injured employee is not available. The following should be determined (but not limited to):

1. Identify root causes using "Basic/Root Cause Checklist".
2. Determine and implement temporary or, if possible, long term corrective measures to address root causes.
3. Complete an accident investigation form and provide copies to the Joint Health and Safety Committee.
4. Ensure that copies of all records reviewed (training records, maintenance records, work procedures, safety talks, equipment drawings) are attached to the accident investigation.
5. Schedule follow-up to review effectiveness of the temporary and long-term corrective measures implemented.

*\*The purpose of an accident investigation is to identify the root causes of the accident and to put into place corrective measures to prevent a reoccurrence of the accident. The assessment of blame is not part of an accident investigation.*

### Basic/Root Causes of Many Accidents

<b>Physical/Physiological</b> <ul style="list-style-type: none"> <li>• Inappropriate height or reach;</li> <li>• Inappropriate weight or size;</li> <li>• Limited ability to sustain body positions;</li> <li>• Temporary disabilities;</li> <li>• Fatigue due to task load or duration;</li> <li>• Fatigue due to sensory overload; and</li> <li>• Constrained movement.</li> </ul>	<b>Mental or Psychological</b> <ul style="list-style-type: none"> <li>• Confusing directions;</li> <li>• Conflicting demands;</li> <li>• Preoccupation;</li> <li>• Frustration;</li> <li>• Routine, monotony; and</li> <li>• Extreme judgment/decision demands.</li> </ul>
<b>Knowledge/Skill</b> <ul style="list-style-type: none"> <li>• Lack of experience;</li> <li>• Inadequate orientation;</li> <li>• Inadequate initial training/instruction;</li> <li>• Inadequate update training/instruction;</li> <li>• Misunderstood directions;</li> <li>• Inadequate practice; and</li> <li>• Infrequent performance.</li> </ul>	<b>Tools and Equipment</b> <ul style="list-style-type: none"> <li>• Inadequate standards or specifications;</li> <li>• Inadequate availability;</li> <li>• Inadequate adjustment/repair/maintenance;</li> <li>• Inadequate inspection and/or monitoring;</li> <li>• Improper loading or rate of use;</li> <li>• Used by unqualified or untrained people; and</li> <li>• Used for wrong purpose.</li> </ul>
<b>Motivation and Supervision</b> <ul style="list-style-type: none"> <li>• Improper attempt to save time;</li> <li>• Improper attempt to avoid discomfort;</li> <li>• Inadequate performance feedback;</li> <li>• Unclear or conflicting assignment of responsibility;</li> <li>• Inadequate work planning;</li> <li>• Inadequate reference documents, directives, guidance publications;</li> <li>• Lack of supervisory/management job knowledge;</li> <li>• Inadequate matching of individual qualifications and job/task requirements;</li> <li>• Inconsistent application of standards, procedures, rules; and</li> <li>• Inadequate monitoring use of standards, procedures and/or rules.</li> </ul>	<b>Engineering</b> <ul style="list-style-type: none"> <li>• Inadequate assessment of loss exposure;</li> <li>• Inadequate consideration of human factors or ergonomics;</li> <li>• Inadequate standards, specifications, design criteria;</li> <li>• Inadequate assessment of operational readiness;</li> <li>• Inadequate monitoring of initial operation; and</li> <li>• Inadequate evaluation of changes.</li> </ul>

There is a legal requirement to report certain incidents or critical injuries to provincial government agencies. Below are tables outlining provincially-specific reporting obligations:

Alberta

Per Alberta's Occupational Health and Safety Act, injuries and incidents must be reported to the Government of Alberta if they:

Type of Accident	Reporting Timeline
Result in a death	Immediately notify Alberta's Workplace Health and Safety Contact Centre
Cause a worker to be admitted to hospital for more than two days	Immediately notify Alberta's Workplace Health and Safety Contact Centre *
Involve an unplanned or uncontrolled explosion, fire or flood that causes or has the potential to cause a serious injury	Immediately notify Alberta's Workplace Health and Safety Contact Centre**
Involve the collapse or upset of a crane, derrick or hoist	Immediately notify Alberta's Workplace Health and Safety Contact Centre**
Involve the collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure	Immediately notify Alberta's Workplace Health and Safety Contact Centre**

\* Per Alberta's Occupational Health and Safety Act, employers are required to err on the side of caution when providing a report of an employee who is admitted to the hospital for more than two days. If an employer believes the injury will result in the employee's admittance to the hospital for more than two days, then the report should be filed immediately. If the employer is unsure, a report should be provided regardless. Employers are required to exercise due diligence and act within a reasonable time when providing the report. Should a minor injury that seemingly would not require hospital admittance for more than two days require such a timeframe, the employer is required to provide a report as soon as they become aware that the length of stay will be greater than two days. The employer must exercise due diligence and take all steps reasonably practical to ascertain this information.

\*\* Employers must provide a report regarding such instances as soon as reasonably practical, for example after the fire or flood has been safely contained or controlled.

Ontario

Per Ontario's Occupational Health and Safety Act, the following requires reporting to the Ministry of Labour:

Type of Accident	Reporting Timeline
Critical Injury as defined below	Immediately notify the Ministry of Labour by phone or other direct means and provide a written report within 48 hours
Accident, explosion or fire where a worker is disabled or requires medical attention	Notify the Joint Health and Safety Committee within four days of the incident, and provide written report to the Ministry of Labour if required by the inspector
Where an employer has been told that an employee or former employee has an occupational illness	Written report must be supplied to the Ministry of Labour within four days

As defined in Regulation 834, of Ontario’s Occupational Health and Safety Act, a "critical injury" is an injury of a serious nature that:

- a) Places life in jeopardy;
- b) Causes unconsciousness;
- c) Results in substantial blood loss;
- 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 of the body; or
- g) Causes the loss of sight in an eye(s).

British Columbia

Per British Columbia’s Workers’ Compensation Act, the employer must immediately notify WorkSafeBC of the occurrence of any accident that:

Type of Accident	Reporting Timeline
Any incident that kills, causes risk of death, or seriously injures a worker	Immediately notify WorkSafeBC via their emergency and accident reporting phone line
Any blasting accident that results in injury, or an unusual event involving explosives	Immediately notify WorkSafeBC via their emergency and accident reporting phone line
A driving incident that causes death, injury, or decompression sickness requiring treatment	Immediately notify WorkSafeBC via their emergency and accident reporting phone line
A major leak or the release of a dangerous substance	Immediately notify WorkSafeBC via their emergency and accident reporting phone line
A major structural failure or collapse of a structure, equipment, construction support system or excavation	Immediately notify WorkSafeBC via their emergency and accident reporting phone line
Any serious mishap	Immediately notify WorkSafeBC via their emergency and accident reporting phone line

1. When notified of a critical injury/injury causing bodily harm a management representative will immediately proceed to the accident scene and ensure that the area is secured and remains undisturbed until released by a government inspector. The scene of the incident/accident may only be disturbed to:
  - Attend to any persons who may have been injured or killed
  - Prevent any further injuries or death
  - Protect property that is endangered because of the accident
2. Management will contact a member of the Joint Health and Safety Committee and any other individual knowledgeable about the type of work involved and will conduct a joint investigation of the accident with those individuals.
3. Management will call the required reporting centre as determined by their province of employment. Keep detailed notes as to the times of all calls, the name of the officer(s) spoken to, and details of the discussions.

4. If the root causes of the accident and corrective actions are identified, review these with the government official. Have the safety committee member present to talk with the official to confirm what has taken place.
5. If the accident investigation has been completed and the official agrees with the corrective actions, they will release the accident scene and plan to investigate the following day. If the official decides to investigate immediately, the accident scene must remain secured until the investigation has been completed. Arrange to have copies of all relevant documentation such as training records, maintenance records, work procedures, etc. available for the official.
6. Where corrective actions have been identified, and agreed upon, the employer will implement these corrective actions immediately to prevent the recurrence of such an event. A completed report of the actions taken will be submitted to the Joint Health and Safety Committee.
7. Complete and submit, where required, documentation to the appropriate government agency notifying them of the critical injury; this may also include a copy of the completed accident investigation.