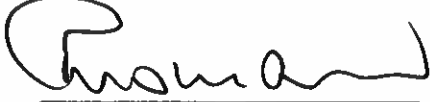



Complete Program Title: Reporting & Investigating Injury/Incident/Occupational Disease Program	Risk Management Manual (RMM) Number: 1000
Approved by:  Vice-President, Administration  President and Vice-Chancellor	Date of Most Recent Approval: May 2019
Date of Original Approval: January 2002	Supersedes/Amends Program dated: July 2014
Responsible Executive: Vice-President, Administration	Enquiries: Environmental and Occupational Health Support Services (EOHSS) eohts@mcmaster.ca
DISCLAIMER: <i>If there is a discrepancy between this electronic program and the written copy held by the program owner, the written copy prevails.</i>	

1 PURPOSE

To outline requirements for reporting incidents that result in or have the potential to result in personal injury, disabling individuals from performing work or requiring medical attention because of an accident, explosion, fire or incident of workplace violence, lost time from work, occupational illnesses/disease and/or property damage.

- 1.1 To outline procedures for investigating incidents that result in or have the potential to result in personal injury, disabling individuals from performing their usual work or requiring medical attention because of an accident, explosion, fire or incident of workplace violence, lost time from work, occupational illnesses and / or property damage, and to determine root causes and appropriate corrective actions.
- 1.2 To provide a mechanism for the gathering of injury, occupational illness and property damage statistics that allow for the analysis of trends, performance and the effectiveness of existing risk management systems and training programs.
- 1.3 To ensure compliance with the reporting requirements of the Occupational Health and Safety Act and the Workplace Safety and Insurance Act.

2 SCOPE

- 2.1 All faculty, staff, students, visitors and volunteers.

3 RELATED DOCUMENTS

- 3.1 Accommodation Policy
- 3.2 Occupational Health and Safety Act of Ontario R.S.O. 1990
- 3.3 McMaster University Injury/Incident Report Form (see Appendix 1).
- 3.4 McMaster University Investigation Protocol
- 3.5 McMaster University RMM #100 Workplace and Environmental Health & Safety Policy
- 3.6 McMaster University RMM #103 Environmental Protection Act
- 3.7 McMaster University RMM #902 WSIB/LTD Management Program
- 3.8 McMaster University RMM #1002 Return to Work Program
- 3.9 McMaster University RMM #1204 First Aid Program
- 3.10 Regulation 1101 (First Aid Requirements under the WSIA)
- 3.11 SOP for critical injury (see Appendix 2).
- 3.12 Supervisor Injury/Incident Checklist
- 3.13 Workplace Safety and Insurance Act of Ontario, 1997.

4 DEFINITIONS

- 4.1 **Supervisor** – A person who has charge of a workplace or authority over a worker.
- 4.2 **Worker** – means any of the following, but does not include an inmate of a correctional institution or like institution or facility who participates inside the institution or facility in a work project or rehabilitation program:
1. A person who performs work or supplies services for monetary compensation.
 2. A secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
 3. A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university or other post-secondary institution.
 4. A person who receives training from an employer, but who, under the [Employment Standards Act, 2000](#) (ESA), is not an employee for the purposes of that act because the conditions set out in subsection 1 (2) of that act have been met.

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5. Such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation; (travailleur”).
- 4.3 **Incident** – An unforeseen or unplanned occurrence or a sequence of events, which could result in or have resulted in unintended injury, death, and / or property damage.
- 4.4 **First Aid Injury** – an injury of such minor nature that treatment can be carried out by application of a band aid, cold compress or any other content of a first aid kit.
- 4.5 **Healthcare Injury** – an incident which requires treatment or service rendered by a health care professional but does not result in time lost from work other than the day of injury
- 4.6 **Workplace Violence** - the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker, an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker, a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.
- 4.7 **Critical Injury as defined by R.R.O. 1990, Reg. 834:**
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 of the body; or
 - g) causes the loss of sight in an eye.
- 4.8 **Occupational Disease** – An illness that has its etiology in the work environment. It may be caused by acute or chronic exposure to a physical, chemical, or biological agent in the workplace. It may appear months or years after the exposure has occurred.
- 4.9 **Lost Time** – Refers to absence from regular work beyond the day of injury. Lost time also includes working partial hours during recovery from the injury.
- 4.10 **Acronyms:**
- **EHS** – Employee Health Services
 - **EOHSS** – Environmental & Occupational Health Support Services
 - **FHS Safety Office** – Faculty of Health Sciences Safety Office
 - **JHSC** – Joint Health and Safety Committee
 - **LTD** – Long Term Disability

- **MOL** – Ministry of Labour
- **MOE** – Ministry of the Environment
- **MTCU** – Ministry of Training, Colleges and Universities
- **OHSA** – Occupational Health and Safety Act
- **RMM** – Risk Management Manual
- **R.R.O.** – Revised Regulation of Ontario
- **SOP** – Standard Operating Procedure
- **WSIA** – Workplace Safety and Insurance Act
- **WSIB** – Workplace Safety and Insurance Board.

5 RESPONSIBILITIES

5.1 Role of Supervisors: Supervisors shall:

- Ensure that medical treatment is provided in case of personal injury;
- Ensure that transportation for the injured employee or student is provided to a health care practitioner or to the person's home if necessary;
- Conduct the injury/incident investigation as soon as possible upon learning of the injury/incident;
- Complete the McMaster University Supervisor Injury/Incident Checklist (Appendix 4);
- Notify EOHSS or the FHS safety office immediately if a person is disabled from performing his or her usual work or requires medical attention because of an accident, explosion, fire or incident of workplace violence;
- Report all non-critical injuries and injuries/incidents not specified above within 24 hours of learning of the injury/incident by completing the McMaster University Injury/Incident Report Form (see Appendix 1) and submitting to EOHSS by email at ehss@mcmaster.ca or by email to the FHS Safety Office at fhss@mcmaster.ca;
- Report all injuries/incidents involving students conducting MTCU placements using the McMaster University Injury/Incident report form (see Appendix 1);
- Refer to Investigation Protocol (See Appendix 5);
- Complete Accident Investigation training as outlined in the McMaster Training Matrix;
- In conducting the investigation and in completing the McMaster University Injury/Incident Form (see Appendix 1), the supervisor will ensure that the following has been identified and recorded:

- **Scene Assessment:** inspection of the site, material, equipment that were involved in the injury/incident, (e.g. specifying exact location, conditions of physical environment where the injury/incident occurred).
- **Interviewing:** interview eyewitnesses and person involved, if applicable in order to identify all possible contributing factors. Witness statements must be in writing (see Appendix 3).
- **Identify Contributing Factors:** determine whether other persons equipment, loose equipment or process contributed to the injury/incident (e.g. malfunctioning equipment, loose carpet).
- **Make Recommendations for Corrective Action:** identify what actions are required to prevent a recurrence and assign responsibilities and timelines as to the completion of the corrective actions (e.g. contacting Facility Services for replacing or repairing equipment, taping or removing carpet).
- **Ensure the Recommendations Are Completed:** follow up to ensure corrective actions have been implemented

Critical Injuries

In the event of a fatality, critical or suspected critical injury or if a person is disabled from performing his or her usual work or requires medical attention because of an accident, explosion, fire or incident of workplace violence, the supervisor will contact Security Services by dialing 905-525.9140 ext. 88, or 905-522-4135 or the appropriate off-site emergency number. Security Services shall contact EOHSS/FHS, supervisors shall follow the SOP as outlined in Appendix 2.

- In the event of an occupational disease, supervisors will conduct an investigation as outlined above using the McMaster University's Injury/Incident Form (see Appendix 1) and submit to EOHSS by email at ehss@mcmaster.ca or email the FHS Safety Office at fhsso@mcmaster.ca.

5.2 Role of Senior Managers (Deans / Directors / Chairs / Managers): Senior Managers shall:

- Review and sign Injury/Incident Report.
- Ensure that recommendations for corrective action have been implemented.

5.3 Role of the Faculty, Staff, Students, Visitors and Volunteers: Faculty, Staff, Students, Visitors and Volunteers shall:

- Immediately report injuries/incidents to the supervisor.
- Assist with the completion of the Injury/Incident Report form and review and confirm accuracy and sign upon completion.
- Assist in the incident investigation and implementation of any corrective action required to prevent a recurrence of the incident.
- Adhere to the legal requirements of the WSIB and McMaster University's Return to Work Program for lost time injuries.

5.4 Role of EOHSS, FHS Safety Office and EHS:

EOHSS and FHS Safety Office shall:

- Assist supervisors (as required) in conducting injury/incident investigations to determine root causes and appropriate corrective actions;
- Notify and co-investigate fatality and/or critical injuries with supervisor, Certified Joint Health and Safety Committee Worker Member and/or Representative and provide a written report to the MOL within 48 hours;
- Notify the Joint Health and Safety Committee within 4 days when a person is disabled from performing his or her usual work or requires medical attention because of an accident, explosion, fire or incident of workplace violence.
- Analyze injury, injury type, and loss statistics and when appropriate make recommendations for corrective action;
- Provide copy of Injury/Incident Report to the respective safety committees, and to the Employee's Union, if applicable, for review;
- Provide Accident Investigation training to supervisors;
- Immediately report fatalities and/or critical injuries to the Ontario MOL and provide assistance to MOL in the course of critical injury investigations;
- Upon receiving notification that a worker has an occupational illness or that a claim in respect of an occupational illness has been filed with the WSIB, report to the MOL within 4 days of being notified; and
- Report chemical releases, including spills of chemical releases to the Ontario MOE and to the City of Hamilton and provide assistance to the MOE and to the City of Hamilton during investigations.

EHS shall:

- Report injuries to the Workplace Safety and Insurance Board (WSIB) using the appropriate documentation, including but not limited to the Employer's Report of Injury/Disease (Form 7), Employer's Subsequent Report (Form 9) and other documentation as requested by WSIB for the purposes of WSIB claims registration and entitlement;
- Provide notice to EOHSS upon receiving notification that a worker has an occupational illness or that a claim in respect of an occupational illness has been filed with the WSIB; and
- Compile injury, injury type, and loss statistics.

5.5 Joint Health and Safety Committee/Certified Member:

The JHSC shall:

- Review injury/incident summary;
- Recommend preventative corrective action to management and/or accept the supervisor's corrective measures.

The Designated Certified Worker Member shall:

- Assist in the investigation of a fatality and/or critical injury
- Be present during the fatality and/or critical injury investigation by the MOL.

5.6 Students on formal unpaid work placements (learners):

- Any student injured while on a formal unpaid work placement, shall notify the work placement coordinator at the University immediately. The coordinator will contact Employee Health Services who will process the claim.

6 PROCEDURES

6.1 Injury / Incident:

- The supervisor and the reporting person shall complete and sign a McMaster University Injury/Incident Report form;
- The supervisor shall complete all sections of the report including scene assessment, interviewing, contributing factors, and recommendations for corrective actions;
- In case of personal injury, the supervisor shall submit the completed form(s) to EOHSS within 24 hours by email at eohts@mcmaster.ca or by emailing the FHS Safety Office at fhssso@mcmaster.ca.

6.2 WSIB Reporting:

- EHS is responsible for reporting Health Care, Lost Time Injuries, and Occupational Diseases to the WSIB.

7 RECORDS

- 7.1** EOHSS and the FHS Safety Office shall keep copies of the Injury/Incident Reports indefinitely.

APPENDIX 1: INJURY/INCIDENT REPORT

<https://hr.mcmaster.ca/app/uploads/2018/11/injury-incident-report-fillable-1-36.pdf>

APPENDIX 2:

STANDARD OPERATING PROCEDURE IN CASE OF A FATALITY OR CRITICAL INJURY AS DEFINED IN THE OCCUPATIONAL HEALTH AND SAFETY ACT BY R.R.O. 1990, REG. 834 OR WHEN INFORMED OF AN OCCUPATIONAL ILLNESS OR AN INCIDENT WHERE A PERSON IS DISABLED FROM PERFORMING HIS OR HER USUAL WORK OR REQUIRES MEDICAL ATTENTION BECAUSE OF AN ACCIDENT, EXPLOSION, FIRE OR INCIDENT OF WORKPLACE VIOLENCE AS REQUIRED BY SECTION 52 OF THE OCCUPATIONAL HEALTH AND SAFETY ACT

Responsibilities

The Supervisor shall:

- 1 Immediately arrange for medical & emergency assistance by calling Security Services at 905.525.9140 ext. 88 or 905-522-4135 for central campus or appropriate off-site emergency number;**
- 2 Secure the accident site and ensure that further injury is prevented;**
- 3 Ensure that the site remains undisturbed until EOHSS or the FHS safety office and certified worker member have provided clearance.**
- 4 Cooperate with directives from Security Services, EOHSS, the FHS Safety Office and the MOL.**

Security Services shall:

- 1 Ensure appropriate medical attention and transportation provided for the injured individual;**
- 2 Secure the scene of the incident as required by the OSHA;**
- 3 Ensure EOHSS is contacted and details of the incident are provided;**
- 4 Assist with investigation as required;**
- 5 Work with necessary authorities as required;**
- 6 Complete written Security Report.**

EOHSS shall:

- 1 Notify the MOL by telephone when informed of a fatality and/or critical injury.**
- 2 Notify the MOL in writing within 4 days when informed of an occupational illness**
- 3 Notify the Joint Health and Safety Committee within 4 days when a worker is disabled from performing his or her usual work or requires medical attention because of an accident, explosion, fire or incident of workplace violence**
- 4 Inform the Vice-President (Administration) in the case of a fatality.**
- 5 Inform the AVP Human Resources in the case of a critical injury**
- 6 Contact the Certified JHSC Worker Member for the area. If not available another Certified JHSC Worker Member may be asked to participate in the investigation.**
- 7 Thoroughly investigate the cause of the injury with the supervisor, the Certified Worker Member and any other appropriate person(s), and make recommendations for the prevention of a similar incident.**
- 8 Send a written report to the MOL within 48 hours of a critical injury**

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- 9 Share the report with the appropriate JHSC and any other person departments who may need to know to prevent a similar incident.
 - 10 Follow up to ensure that recommended actions for prevention have been implemented.
 - 11 Communicate the incident/injury to appropriate internal and external sources.
 - 12 Coordinate notification to the injured person's family.

Ministry of Labour

- Depending on the severity of the injury/incident the MOL may inspect the site and investigate the incident.

Public Relations shall:

- communicate with the media.

APPENDIX 3: Witness Interview Report

Instructions: This report is to be completed by the investigation team members while interviewing witnesses and persons involved with the fatality and/or critical injury/incident. The interviews are to be carried out in private and a worker representative of the health and safety committee is to be present. The witness statement must be signed and dated.

Date of Interview:

Name of Interviewer:

Name of Person Interviewed:

Description of What Was Observed:

Witness Signature:

Print Name:

Investigator Signature:

Print Name:

Health and Safety Worker Representative:

Print Name:

Appendix 4 – Supervisor Injury/Incident Checklist

<https://hr.mcmaster.ca/app/uploads/2019/01/Supervisor-Injury-Incident-Checklist.pdf>

Appendix 5 – Investigation Protocol

<https://hr.mcmaster.ca/app/uploads/2019/01/Investigation-Protocol.pdf>