

INCIDENT MANAGEMENT PROGRAM

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1.0 PURPOSE

An effective incident management program ensures that occupational incidents, including near misses, are reported and investigated in a timely and effective manner, and that corrective actions are appropriately identified, implemented and monitored to prevent recurrence and to ensure legislative compliance.

The University's objective in conducting incident investigations is to:

- Evaluate the severity of the problem and the potential for recurrence.
- Determine all causal conditions and practices contributing to incidents.
- Communicate information pertaining to the cause of the incident, preventive and corrective control measures.
- Analyze trends for the development of appropriate loss control methods, procedures, and programs.
- Identify hazards in the workplace and apply appropriate controls.

2.0 SCOPE

This program applies to all workers and individuals with supervisory authority.

3.0 DEFINITIONS

Corrective Action

Pro-active actions taken to prevent incidents, hazards or non-compliance / non-conformity before they occur or actions taken post incident with the intention of preventing recurrence.

Critical Injury (as per O. Reg. 834/90)

Any injury of a serious nature that:

- Places life in jeopardy
- Produces unconsciousness
- Results in substantial loss of blood
- Involves the fracture of a leg or arm 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
- Causes the loss of sight in an eye

Hazard

The presence of an agent or environmental condition that could cause harm to people, property or the environment.

Incident

An unwanted and unplanned event that may or does result in injury, illness, equipment or property damage.

Lost Time

When a worker suffers a work-related injury/disease which results in the worker being off work past the day of accident or a loss of wages/earnings.

Medical Aid

The services of a health professional, as defined by the Workplace Safety and Insurance Board (e.g. physician, physiotherapist, chiropractor, dentist).

Near Miss

A work-related condition, incident or unplanned event that did not result in injury, illness, equipment or property damage but had the potential to do so.

Occupational Illness

A condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that the normal physiological mechanisms are affected and the health of the worker is impaired.

Preventive Action

Pro-active actions taken to prevent incidents, hazards or non-compliance / non-conformity before they occur.

4.0 ROLES AND RESPONSIBILITIES**4.1 UNIVERSITY OF WATERLOO**

- Facilitate the implementation of corrective actions identified through the process of incident investigation.

4.2 SUPERVISOR/MANAGER

- Respond to incidents immediately, including obtaining emergency medical attention for a worker.
- Conduct investigations of hazardous situations, medical aid and lost time injuries effectively and in a timely manner, identifying immediate and root causes.
- Implement corrective actions to eliminate or reduce hazards.

- Ensure that the Safety Office is notified of an incident within 24 hours of the occurrence.
- Ensure that workers are familiar with incident reporting procedures.
- Protect the safety of employees, students, public, equipment and facilities from further injury or damage.
- Address workplace hazards or potential health and safety concerns.
- Be familiar with the requirements and principles of incident investigation, normally attained through incident investigation training.
- Request additional assistance or expertise of the Safety Office as needed.

4.3 WORKERS

- Report all incidents, hazards, injuries or occupational illnesses to their supervisor, including near misses.
- Participate in incident investigations to assist in identifying causes and corrective actions.

4.4 SAFETY OFFICE

- Administer the Incident Management Program and oversee the management of incidents.
- Review all incident and investigation reports and monitor incident trends.
- Report required incidents (medical aid and lost time) to the Workplace Safety and Insurance Board.
- Notify an appropriate Joint Health and Safety Committee (JHSC) worker member and provide a report to the Ministry of Labour and the JHSC where a person is killed or critically injured or a worker has reported an occupational illness.
- Notify an appropriate JHSC worker member of all workplace injuries resulting in medical aid or time lost from work.
- Participate in incident investigations when requested, or for where further investigation is warranted (see **6.0 – Monitoring**).
- Provide technical and best practice advice in incident management.
- Provide incident investigation training.
- Follow up on Incident & Investigation Reports, corrective actions implemented and/or provide recommendations where indicated.
- Notify the University Secretariat of any workplace fatality, critical injury or high severity incident.
- Liaise with external government agencies, where required.

4.5 JOINT HEALTH & SAFETY COMMITTEE WORKER MEMBERS

- Investigate incidents as required, in particular where a worker is killed or critically injured.

- Submit a report to the Ministry of Labour where a worker is killed or critically injured.
- Consult on corrective actions to reduce or eliminate workplace hazards.
- Receive reports on workplace incidents and follow up as necessary by requesting further information, further investigation, or recommendations to management.

4.6 UW POLICE SERVICES

- Provide emergency response and first aid if required.
- Assume control of an incident scene where a worker has been critically injured or killed.
- Notify the Safety Office immediately where a worker has been critically injured or killed, or in the event of any other critical incident (significant property damage, fire, hazardous materials incident).

5.0 PROCEDURES

5.1 INCIDENT REPORTING AND INVESTIGATION

In the event of any incident involving personal injury or illness, the Safety Office must be notified within 24 hours of the occurrence via the Incident & Investigation report.

The supervisor of the area where the incident occurred will investigate all incidents as per the Incident & Investigation Report, obtain department head approval and submit the fully completed Report to the Safety Office as soon as possible, and no later than seven days after the occurrence. The Report shall detail immediate and root causes, corrective actions, and shall indicate the status of corrective actions that have been completed or planned.

5.2 FATALITY OR CRITICAL INJURY

In the event of a fatality or Critical Injury, once 911 and UW Police have been called the supervisor or designate, where the incident occurred will immediately cordon off the scene. The supervisor will ensure that no part of the scene is disturbed or materials removed until permission to do so has been given by a Ministry of Labour inspector.

The supervisor will immediately notify the Safety Office, who will notify the Ministry of Labour, a JHSC worker member who represents the injured worker, trade union if applicable, and senior management. Notification of family members is the responsibility of the department and/or UW Police.

The supervisor will investigate along with a representative of the Safety Office. A Certified JHSC worker member will conduct an investigation as per the Occupational Health & Safety Act, s. 9 (31).

The supervisor will complete a written Incident & Investigation Report and submit the report to the Safety Office within 24 hours of the injury.

5.3 CONTRACTOR INCIDENTS

In addition to legislated reporting to the Ministry of Labour under OHSA s. 51 and 53, and Construction Projects Regulation 213/91 s.11, contractors working on a University of Waterloo site or project must notify the Safety Office of a reportable incident.

6.0 MONITORING

The Safety Office and JHSC will monitor trends of incidents, injuries and illnesses, and may initiate further investigation where:

- A pattern of incidents is identified.
- Lost time from work or medical aid has occurred.
- A serious or major incident has occurred.
- Any situation is deemed to require further investigation.

In its monitoring capacity, the Safety Office will establish internal procedures to confirm the completion and effectiveness of incident investigations and corrective actions according to the following Risk Category:

Table 1: Risk categories

SEVERITY	PROBABILITY
SEVERE – Danger of death, permanent disability (e.g. critical injury, major or multiple fractures), significant property damage.	HIGH – event could happen frequently because exposure to the hazard is likely/expected.
SERIOUS – Medical treatment required by a doctor. (e.g. burns, fractures or lacerations), moderate property damage.	MEDIUM – event is probable; foreseeable varying conditions are present and event is known to have occurred occasionally.
MINIMAL – Negligible personal harm or property damage, minor cuts, burns or bruises.	LOW – event is very improbable; a result of a rare combination of circumstances; known to have occurred very infrequently.

Incident trends and key incident management measurement criteria will be reported to the Joint Health & Safety Committee and Senior Management Health & Safety Committee via the Annual Health, Safety & Environment Report.

7.0 TRAINING

An Incident Investigation training course is available through the Safety Office, and should be completed by all supervisors and Health & Safety Coordinators.