

## Incident Reporting and Investigation

Holman is committed to establishing a process for reporting and investigating incidents so that proper medical attention is sought when needed, root causes are examined, controls and corrective actions are put in place to prevent similar reoccurrences and legislative reporting requirements are met.

In parallel there may be additional reporting requirements set forth for lost time injuries with Workers' Compensation Board as detailed below. Workers' compensation claims are part of a legal and financial process to ensure that the injured team members receive the necessary benefits and compensation.

The Manager will use the Incident Report to investigate incidents specifically critical/serious incidents, time lost from work or medical aid, property damage, fire or environmental release, as well as incidents (including near misses) that had the potential to result in any of the above.

Please refer to *Respect in the Workplace* policies for specific information regarding reporting incidents of workplace harassment or workplace violence.

### Roles and Responsibilities

#### Manager

- Implementing the incident reporting system.
- Responding to workplace incidents.
- Adhering to province specific *Workers' Compensation and/or Health and Safety Division Workplace Reporting Guidelines* detailed below.
- Providing copies of incident reports to the HSR or HSC.
- In cases of lost time incidents, initiating safe and early return to work process with Anchor HR and the Joint Health and Safety Committee
- Reviewing reports and recommendations for preventive and corrective actions.
- Adding any newly identified hazards and new or changed controls to the *Workplace Hazard Assessment Chart*.
- Training new team members on incident reporting system.
- Maintaining records of all incidents and investigations at the workplace for 5 years following the occurrences.

#### Team Member:

- Reporting workplace incidents which includes injuries, illnesses, hazardous conditions, near misses, non-injury property damage, and critical injuries to the Practice Manager as soon as possible.
- Cooperating in a safe and early return to work process if needed.
- Participating in the incident investigation process, as requested.

- Participating in training.

**Health and Safety Committee or Representative:**

- Participating as needed, in Incident Investigations.
- Making recommendations for safety improvement.

**Related Documents**

Incident Report

Incident Investigation Report

## Injury Reporting Process

Type of Incident	Response and Investigation
<b>Near Miss</b>	Manager to determine if there is a need to investigate based on the likelihood of injury and severity of the near miss.
<b>First Aid</b>	<ol style="list-style-type: none"> <li>1. First Aid Attendant to administer first aid.</li> <li>2. First Aid Attendant to complete <i>First Aid Treatment Record</i></li> <li>3. Manager to investigate only if a potential injury of greater severity is plausible.</li> </ol>
<b>Health Care/ Medical Aid/ Lost Time</b>	<ol style="list-style-type: none"> <li>1. Call 911 immediately, if needed.</li> <li>2. First Aid Attendant to administer first aid.</li> <li>3. Seek medical attention as needed.</li> <li>4. Manager to investigate within 24 hours of the incident (if possible). If applicable, inform and work in collaboration with the HSR or HSC.</li> <li>5. Manager to complete <i>Incident Report</i></li> <li>6. Adhere to the <i>Workers' Compensation and/or Health and Safety Division Workplace Reporting Guidelines</i></li> </ol> <p>In cases of lost time incidents, reach out to People &amp; Culture to determine if initiating a return-to-work process is appropriate.</p>
<b>Critical Injury or Fatality</b>	<ol style="list-style-type: none"> <li>1. Immediately call 911.</li> <li>2. First Aid Attendant to administer first aid until the emergency services arrive provided that offering first aid does not place anyone at greater risk.</li> <li>3. Manager to secure and manage the scene. This includes: <ul style="list-style-type: none"> <li>○ Clearing team members from the scene and area.</li> <li>○ Controlling or eliminating sources of imminent danger.</li> <li>○ Ensuring that there is minimal scene disturbance, except for what is required to administer proper first aid or to control/eliminate an imminent danger.</li> <li>○ Collecting perishable evidence such as pictures of injury or scene that may be disturbed prior to the completion of investigation.</li> </ul> </li> <li>4. Immediately report the incident and notify:</li> </ol>

Type of Incident	Response and Investigation
	<ul style="list-style-type: none"> <li>○ Health and Safety Committee or Health and Safety Representative.</li> <li>○ Health and Safety Agency. A written report must also be submitted within the required timeframe.</li> <li>○ Police—although the Police may automatically be dispatched to the scene, they must still be notified of any workplace death, fatality, injury or violence.</li> </ul> <ol style="list-style-type: none"> <li>5. Manager to complete <i>Incident Report</i> and investigate within 24 hours of incident (if possible).</li> <li>6. Adhere to the Workers' Compensation and/or Health and Safety Division Workplace Reporting Guidelines.</li> </ol>
<b>Occupational Disease</b>	<ol style="list-style-type: none"> <li>1. Manager to complete <i>Incident Report</i>.</li> <li>2. Manager to investigate once notified. If applicable, inform and work in collaboration with the HSR or HSC.</li> <li>3. Adhere to the <i>Workers' Compensation and/or Health and Safety Division Workplace Reporting Guidelines</i>.</li> </ol>
<b>Non Injury - Potential of Serious Incident - Hazardous Condition - Significant Material Damage</b>	<ol style="list-style-type: none"> <li>1. Manager to complete <i>Incident Report</i>.</li> <li>2. Manager to investigate within 24 hours of the incident (if possible). If applicable, inform and work in collaboration with the HSR or HSC.</li> <li>3. Adhere to the <i>Workers' Compensation and/or Health and Safety Division Workplace Reporting Guidelines</i>.</li> </ol>

## Transportation

Holman will arrange any necessary transportation to a hospital, doctor's office, or a team member's home, as needed.

## Workers' Compensation and/or Health and Safety Division Workplace Reporting Guidelines

Below are the general injury reporting requirements in Ontario. As information and laws may change from time to time, always consult with the local health and safety agency for current information.

Reporting Injuries with Workers' Compensation Board	Reporting Critical Injuries and Serious Incidents
<p>Employers are not required to report the incident if first aid was the only treatment administered.</p> <p>Employers must report to WSIB a workplace injury or illness within 3 days of being notified of it, if the injured worker:</p> <ul style="list-style-type: none"> <li>● required treatment from a health professional (beyond first aid).</li> <li>● is absent from work as a result of the injury or illness.</li> <li>● earns less than regular pay (e.g., working fewer hours or being paid less per hour).</li> </ul> <p>Note: Even if the team member doesn't need treatment from a health professional, you must report their injury or illness if they are doing modified work. This means any change in their regular job while recovering from an injury or illness for more than seven days (at regular pay). In this case, you must report on the eighth day of modified work.</p> <p><a href="#">WSIB Ontario - Report an injury or illness</a></p>	<p>If an individual is killed or critically injured at the workplace, the employer must immediately notify:</p> <ul style="list-style-type: none"> <li>● the Ministry of Labour, Immigration, Training and Skills Development's Health and Safety Contact Centre at <b>1-877-202-0008</b></li> </ul> <p>An injury is critical if it is an injury of a serious nature that:</p> <ul style="list-style-type: none"> <li>● places life in jeopardy.</li> <li>● produces unconsciousness.</li> <li>● results in substantial loss of blood.</li> <li>● involves the fracture of a leg or arm, but not a finger or toe.</li> <li>● involves the amputation of a leg, arm, hand or foot but not a finger or toe.</li> <li>● consists of burns to a major portion of the body.</li> <li>● causes the loss of sight in an eye.</li> </ul> <p><u>Report of a workplace fatality, injury, illness or incident</u> Occupational Illness claims must be submitted in writing within 4 days of being advised, to the Ministry of Labour, Immigration, Training and Skills Development.</p> <p>Voluntary Workers Exposure Incident Form is available for workers to register exposure to a harmful substance or agent at work where there has been no lost time and no illness [Form 39588A]</p>