



CITY POLICY & PROCEDURE

SECTION: HUMAN RESOURCES

NO: HR-HS-08

REFERENCE: HEALTH AND SAFETY

Date

November 27, 2023

Next Review Date:

November 2025

TITLE: INCIDENT REPORTING POLICY

1.0 POLICY STATEMENT

- 1.1 The City of Dryden Incident Reporting Policy is intended to assist the organization with the provision of proper procedures in the event of a workplace incident. The creation of complete documentation, proper reports, and investigations of workplace incidents will allow the organization to identify and resolve workplace safety issues, reduce workplace injuries, and increase efficiency.
- 1.2 The City of Dryden will comply with all applicable regulations, legislation, and workplace compliance issues. Through correct reporting of any workplace injury, the City of Dryden will strive to prevent any potential workplace injuries through the implementation of health and safety policies, procedures, and programs.
- 1.3 Confidentiality is mandatory for everyone involved in the incident. Information on the incident will not be shared with anyone not involved in the investigation.
 - (a) The only information to be shared with the organization is the type of incident (example: healthcare/medical, sprain, laceration, vehicle incident, backing up incident, etc.), if it was a lost time or no lost time, if the Ministry of Labour (MOL) was notified, and all corrective actions that resulted from the incident.
 - (b) Reportable incidents will be shared, as prescribed, with the MOL, the Joint Health and Safety Committee (JHSC) or Health and Safety Representative, and, if applicable, the Union. See 4.5.

This policy is subject to any specific provisions of the Municipal Act, or other relevant legislation or Union Agreement.

2.0 RESPONSIBILITIES

2.1 Chief Administrative Officer (CAO)

- (a) Will be responsible for the final review of all incident reports. Reports will be signed by the CAO at this time.

2.2 Manager/Supervisor

- (a) Shall ensure that the injured employee(s) receive appropriate medical care.
- (b) Responsible for securing the scene of the incident if there is a possibility that the incident is deemed critical.
- (c) Will immediately notify the Health & Safety Coordinator (H&SC) or designate.
- (d) May assist as required with the incident investigation, including but not limited to interviewing employees; taking photos of the scene, equipment, etc.; collecting and submitting procedures, training records, maintenance records, employee schedules, and job hazard assessments; recommending possible corrective actions; and reviewing the final draft of the incident report.
- (e) Complete a Workplace Safety Insurance Board (WSIB) Form 7 Employer's Report of Injury/Disease if required.
- (f) Will implement the assigned corrective action plan within the scheduled timeframe.
- (g) Will consult with the Human Resources Manager to facilitate an early and safe return to work for an injured worker, as per HR-HS-45 Early and Safe Return to Work Policy.

2.3 Health & Safety Coordinator (H&SC) (or designate)

- (a) Shall notify the MOL as required (see 3.0 Definitions for Reportable Incidents).
- (b) Shall review all documents submitted by all employees.
- (c) Shall conduct an incident investigation, including but not limited to interviewing employees; taking photos of the scene, equipment, etc.; collecting and submitting procedures, training records, maintenance records, employee schedules, and job hazard assessments; and writing and reviewing the final draft of the incident report.

- (d) Shall identify root causes for each incident and resulting corrective actions.
- (e) If required, shall draft, and share the Safety Alert to all City employees.

2.4 Site Based Joint Health and Safety Committee (JHSC) or Health and Safety Representative

- (a) Shall be involved in all investigations of injuries that must be reported to the Ministry of Labour, Immigration, Training and Skills Development (MOL).
- (b) Where required by legislation, the JHSC or Health and Safety Representative will ensure a copy of the incident investigation report is sent to the appropriate authority.

2.5 Employees

- (a) Are responsible to take immediate action to eliminate or reduce further risk to people, property, or equipment directly following an incident.
- (b) Responsible to report an incident to a supervisor, manager, or designate as soon as possible.
- (c) To participate in the incident investigation by providing a statement, assisting with sketches of the incident and/or site, providing any photos of the incident (before, during, and/or after the incident occurred, etc.)
- (d) Complete a WSIB Form 6 Worker's Report of Injury/Disease if required.
- (e) Expected to participate in an early and safe return to work as per the Return to Work Program, HR-HS-45
- (f) Must report any changes to their condition resulting from a workplace injury to their supervisor/manager.

2.6 Payroll and Benefits Administrator or designate

- (a) Administer the WSIB program and ensure all WSIB documentation is completed and submitted to WSIB within the legislated timelines.

2.7 Contractors, Sub-Contractors, and Consultants

- (a) Report all incidents to the Program Administrator, the City Staff person in charge of the project, within 24 hours, or immediately if there is a critical injury or fatality.

- (b) Must provide a copy of their incident report, identifying hazards and root causes, and corresponding corrective actions. The information contained in the incident report is personal and confidential and should only be shared with the involved parties.
- (c) The ownership of any equipment, materials, or vehicle involved in the incident must be specified in the report, i.e., contractor owned tool; or City owned tool.
- (d) The Program Administrator shall submit the incident report to the H&SC for retention.

2.8 Visitors or Citizens

- (a) The City shall report all injuries to the MOL where there is a critical injury or fatality with someone who is not a City employee, where an employee was working or might reasonably be expected to work, and there is reasonable connection between the hazard that led to the death or critical injury and the worker health and safety.
 - i. Example: a patron in the Library is critically injured by a falling display rack; a patron entering Recreation Centre is killed because of ice falling from the roof; a patron entering City Hall slips on an icy step and breaks a leg.

3.0 DEFINITIONS

As used in these policies and procedures, the following terms shall have the meaning as indicated:

Corrective Action - Action(s) taken to improve the organization's process with the goal to eliminate the causes of non-conformities or other undesired conditions, actions, and/or behaviours.

Contractors/Sub-Contractors/Consultants - A company or person who is retained by contract to perform, wholly or partially, a construction project, maintenance activity or any other work or duties for the City.

Critical Injury – As defined in the Ontario Regulation 834/90, is an injury that must be reported to the MOL, and is 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 singular finger or toe;

- Involves the amputation of a leg or arm, but not a singular finger or toe;
- Consists of burns to a major portion of the body; or,
- Causes the loss of sight in an eye.

Disabling Injury – OHSA section 51 (1) defines as a person is disabled from performing their work, or requires medical attention because of an accident, explosion, fire or incident of workplace violence at the workplace, but no person dies or is critically injured because of that occurrence.

Employee – Full-time, part-time, seasonal, casual employees, paid-per-call firefighters, summer students, co-op students, and volunteers.

Fatality – OHSA Section 51 (1) defines as where a person is killed from any cause at a workplace.

First Aid – WSIB 15-01-02 defines as the one-time treatment or care and any follow up visit(s) for observation purposes only. Includes, but not limited to, cleaning and/or bandaging minor cuts, scrapes, scratches; treating a minor burn; applying a cold compress, cold pack, or ice bag; applying a splint; or changing a bandage or dressing after a follow-up observation visit.

Health Care or Medical Treatment – WSIB 15-01-02 defines as services requiring the professional skills of a health care practitioner (doctor, nurse, chiropractor, or physiotherapist); services provided at hospitals and health facilities; and/or prescription drugs.

Health Professional – Is a member of a college of a health profession as defined in the Regulated Health Professions Act, 1991. WSIB 17-01-02 defines as professionals that include, but not limited to, physicians and surgeons, chiropractors, dentists and oral surgeons, massage therapists, occupational therapists, optometrists, physiotherapists, psychologists, registered nurses (extended class), registered nurses, and speech therapists.

Health Care Practitioner – WSIB 17-01-02 defines as any health professional, or a social worker.

Immediate Causes – The immediate cause of an incident that are the circumstances that immediately preceded the incident. They are considered to be substandard behaviours and substandard conditions.

Incident – An event, which is neither expected nor planned, that could, or does, result in unintended harm or damage. Examples are personal injury, illness, near misses, environmental, property or vehicle damage, workplace violence, security breaches and process loss.

Lost Time – A work related injury that results in the injured employee missing scheduled time from work resulting in a wage loss. Lost time cases render the injured employee temporarily unable to perform any regular job, or restricted work activity, on any day after the day on which the injury occurred.

Near Miss – An event, that under different circumstances, could have resulted in physical harm to an individual or damage to the environment, equipment,

property, and/or material. This includes any incident where an employee is required to call 911 or the Ontario Provincial Police Non-Emergency Line.

No Treatment Injury – Occurs where there is an injury that does not require any treatment (i.e.: a bruise).

Occupational Illness – OHSA Section 7 (2) defines as a condition or illness that can be wholly or partly associated with a worker's past or present employment.

Project Site Accident – OHSA Section 53 defines as an accident, premature or unexpected explosion, fire, flood, or inrush of water, failure of any equipment, machine, device, article or thing, cave-in, subsidence, rockburst, or other incident as prescribed that occurs at a project.

Reportable Incident – OHSA Section 51 (1) defines as an incident that must be reported to the MOL within the prescribed timeframe. This includes a fatal or critical injury; an accident, explosion, fire, or violence causing injury; an occupational illness; an accident, etc., at a project site or mine.

Restricted Work (Modified) – Restricted work occurs when, as the result of a work-related injury:

- It keeps the employee from performing one or more of the routine functions of their job, or from working the full workday that they would have otherwise have been scheduled to work; or
- A physician or other licensed health care professional recommends that the employee not perform one or more of the routine functions of their job, or not work the full workday that they would otherwise have been scheduled to work.

Root Cause – Is the reason(s) for the presence of a defect/problem/issue, which would prevent recurrence if eliminated.

Supervisor – A person who has charge of a workplace or authority over an employee.

Visitor – A person who does not directly work for the City of Dryden, member of the public, delivery person, external vendor, etc.

4.0 INCIDENT REPORTING

4.1 All incidents involving City of Dryden Employees, councillors, volunteers, consultants, contractors, and sub-contractors must be reported regardless of the severity of the incident. The depth and complexity of the investigation will vary with the circumstances and seriousness of the incident.

(a) See 2.8 for Visitor or Citizen reporting requirements.

4.2 The first priority is care of the employee. The first employee to discover the incident, or most senior employee, will assume command and ensure the following tasks are completed.

(a) If indicated, call 911.

(i) Send someone to wait for first responders at the door, entrance to the worksite, to the location that was told to the dispatcher, or a location where the first responders would see right away (beside the road, etc.).

(ii) If the injury is severe enough (excessive bleeding, the employee cannot stand, obvious deformities, etc.), 911 must be called despite the injured employee denying care. The paramedics can assess the employee to see if a patient refusal is appropriate. If refusing, the employee must sign the Refusal of Service section of the Ambulance Call Report.

(b) Provide first aid as required.

(c) Notify the department manager immediately.

(i) The department manager will then notify the H&SC, who will then notify the Human Resources (HR) Manager and the Chief Administration Officer (CAO).

(ii) If the department manager is not available, the H&SC should be notified next.

(d) Preserve the scene, by not interfering, disturbing, destroying, altering, or carry away any wreckage, article, or thing at the scene of, or connected with the occurrence, until given permission by the H&SC or designate, except for the purpose of:

(i) Saving life or relieving human suffering;

(ii) Maintaining an essential public utility service or public transportation system; or

(iii) Preventing unnecessary damage to equipment or other property.

4.3 An online incident report form will be completed by everyone involved in the incident; this includes employee(s) who witnessed the incident.

(a) The employee who is involved in the incident will complete the Employee Incident Report Form.

- (b) Any employees who witnessed the incident will complete the Witness Incident Report Form.
 - (c) The supervisor and/or manager will complete the Supervisor Incident Report Form.
 - (d) The H&SC, or designate, will conduct an incident investigation, and will complete the final Incident Investigation Report Form.
- 4.4 If the employee seeks health care or medical treatment, the supervisor or manager will immediately complete a WSIB Form 7 and submit to HR department, to the Payroll and Benefits Administrator or designate. This form must be submitted to WSIB within three (3) calendar days from the day of health care or medical treatment.
- (a) If possible, the employee should ask the health care practitioner for a copy of the WSIB Form 8.
 - (b) The employee will complete a WSIB Form 6 as soon as they can.
 - (c) All WSIB forms are to be submitted to HR department, to the Payroll and Benefits Administrator or designate.
 - (d) Refer to the HR Standard Operating Procedure (SOP), WSIB Reporting, for further instructions on reporting to the WSIB.
- 4.5 If the incident is deemed a reportable incident, it must be reported to the appropriate parties within the prescribed timeframe by the prescribed method. Refer to the HR SOP, Reporting a Critical Incident, for further instructions on this reporting.
- (a) The H&SC, or designate, will be responsible for notifying the MOL, JHSC or Health and Safety Representative, and, if applicable, the trade union.

5.0 NEAR MISS REPORTING

- 5.1 All near miss events must be reported using the Near Miss Report form.
- 5.2 An investigation will take place if the incident requires operational changes to be made to prevent the incident from happening again.
 - (a) The investigation will follow the same process as 6.0.

6.0 INVESTIGATION ROLES AND RESPONSIBILITIES

- 6.1 The H&SC, or designate, will investigate all required incidents.
- (a) Collect and review any photos and/or videos from the scene; job hazard assessments; training records; corporate policies and procedures; and any other relevant documents related to the incident.
 - (b) If clarification is required, interview all employees who were involved in the incident.
 - (c) Identify corrective actions in collaboration with the employee, manager and/or supervisor.
- 6.2 If the incident is a reportable incident, the members of the JHSC who represent the workers shall designate one or more such members to investigate. One of those members may investigate the place where the incident occurred, and any machine, device or object, and shall report their findings to a MOL Director and to the JHSC [OHSA 9 (31)].
- 6.3 The completed Incident Investigation Report Form will be reviewed by the department supervisor, manager, and the employee who was directly involved in the incident.
- (a) The JHSC or Health and Safety Representative will also be included if the incident is a reportable incident.
 - (b) Any corrections to the form will be updated as required, and then reviewed again by the above-mentioned parties.
 - (c) Once approved, the form will be signed by the above-mentioned parties.
- 6.4 The final copy of the form will be submitted to the HR Manager and CAO for a final analysis.
- (a) The CAO will sign and return the form to the H&SC for filing.
- 6.5 The assigned corrective actions will be completed by the assigned due date. The manager may request an extension by discussing the matter with the H&SC.

7.0 FORMS / RECORDS

- 7.1 Records will be kept for a minimum of seven (7) years as identified on the approved Records Retention Schedule for the Corporation.

- 7.2 All online incident report forms will be accessible to all staff through the Health and Safety portal.

8.0 DISCIPLINE

- 8.1 Users found to be acting in contravention to this policy and procedure shall be dealt with in accordance with the City's Code of Conduct Policy (HR - CO - 01) and (HR - DI - 01) Discipline Policy.

History			
Approval Date:	March 19, 2007	Approved by:	Council Resolution
Review Date:	April 27, 2011	Approved by:	H & Safety Coordinator
Review/Amendment Date:	December 19, 2011	Approved by:	By-law 3930-2011
Review/Amendment Date:	July 21, 2014	Approved by:	By-law 4218-2014
Review/Amendment Date:	Mar 20, 2017	Approved by:	CAO, E. Remillard
Review/Amendment Date:	Sept. 30, 2020	Approved by:	By-law 4770-2020
Review/Amendment Date:	Dec. 11, 2023	Approved by:	By-law 2023-67

HR-HS-08

INJURY & INCIDENT REPORTING


DRYDEN

WORKPLACE NOTIFICATIONS

Employee → Manager/Supervisor
 Manager/Supervisor → H&S Coordinator
 H&S Coordinator → HR & CAO; and MOL & JHSC if required

MOL NOTIFICATIONS

The H&S Coordinator will notify the MOL immediately of the following incidents:

- 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

If indicated, the direct supervisor is responsible for maintaining the scene until the MOL releases the scene.

INCIDENT REPORTING

- The employee, manager/supervisor, and any possible witnesses will fill out an online incident form on the same day
- H&S Coordinator will review and identify root causes.
- H&S Coordinator will forward completed forms to the HR Manager, CAO, and Department Manager for review and signatures

JHSC REVIEW

JHSC will assist with investigating all MOL reportable incidents. All other incidents may be reviewed by the JHSC quarterly to provide further recommendations to management & the H&S Coordinator.

COMMUNICATION

The Manager/Supervisor will
 Review the final drafts of the incident report and provide the H&S Coordinator with any feedback, and
 Review Safety Alerts with all staff.

The H&S Coordinator will
 Draft and distribute the Safety Alert,
 Analyze root causes for patterns, and
 Communicate corrective actions and RIR/LTIR/NLTIR rates to managers monthly.

IMMEDIATELY AFTER THE INCIDENT

- Take command – assign duties to personnel
- If needed, call 911 and get an AED
- Provide first aid
- Have someone meet and direct first responders
- Inform management of incident
- Protect and isolate the scene for the investigation

WSIB NOTIFICATIONS

- Employee informs the medical provider of a workplace injury so that Form 8 is completed
- The completed Form 8, if given to the employee, is provided to the direct supervisor
- The direct supervisor fills out Form 7 and submits it with the completed Form 8 to HR and Payroll within two calendar days of the injury
- HR/Payroll will submit Form 7 to WSIB within three calendar days of the injury
- The employee fills out Form 6 as soon as they are able and returns the completed form to HR and Payroll to submit to WSIB

INCIDENT REVIEW

If required, an incident review can take place with:

- the employee;
- a member of the JHSC;
- the supervisor/manager;
- H&S Coordinator; and/or
- other managers, such as HR.

The incident form will be reviewed and signed by all parties