



# Capital Health

## ADMINISTRATIVE MANUAL

### Policy and Procedure

<b>TITLE:</b> Workplace Staff Hazards and Incidents - Reporting, Investigation and Documentation	<b>NUMBER:</b> CH 15-022
<b>Effective Date:</b> October 2014	<b>Page</b> 1 of 9
<b>Applies To:</b> All	

#### **POLICY**

1. Capital Health is:
  - 1.1. committed to providing a healthy and safe work environment for all persons at the workplace
  - 1.2. dedicated to reducing the risk of workplace injury and illness
2. All staff members are to take every reasonable precaution to provide a safe and healthy workplace.
3. Capital Health has developed this safety reporting, investigation and documentation policy and process as an integral part of its hazard identification system as required by the Occupational Health and Safety Act and Capital Health's Safety Program.
4. This policy will provide procedures for:
  - 4.1. Reporting hazards and hazardous incidents,
  - 4.2. Prompt investigation to identify causes,
  - 4.3. Control of identified hazards and follow-up, including the accountability of persons and responsibility for the correction of hazards.
  - 4.4. Maintenance of records and reports for availability to persons entitled to receive them.
5. For information on refusal to work situations, refer to [CH 15-045 Refusal to Work Situation](#).

## DEFINITIONS

<b>Staff</b>	Any Capital Health employee, physician, other practitioner, volunteer, student, contractor, associate of Capital Health or employee of a Capital Health Foundation.
<b>Incident:</b>	An unplanned, unwanted event that results in, or could have resulted in (near miss) harm to people or damage to property, equipment, materials or the environment.
<b>Injury:</b>	Damage or <u>harm</u> caused to the <u>structure</u> or <u>function</u> of the <u>body</u> . The injury is further classified according to the extent of injury as identified in the hazard/incident classification definition.
<b>Hazard</b>	A condition, practice or act with a potential to cause injury/illness to people or damage to equipment, materials, property and/or the environment.
<b>Hazard/Incident Classifications:</b>	<p><b>A Class:</b> An event or situation that is likely to cause or has resulted in permanent injury, loss of life or body part, and/or extensive loss of structure, equipment or material.</p> <p><b>B Class:</b> An event or situation that is likely to cause or has resulted in injury or illness resulting in temporary disability or property damage that is disruptive but not extensive.</p> <p><b>C Class:</b> An event or situation that is likely to cause or has resulted in minor, non-disabling injury or illness, or non-disruptive property damage.</p>

## PROCEDURE

### 1. General Responsibilities:

- 1.1. **Directors, Managers and Supervisors** implement policies, procedures and programs for the provision of a healthy and safe workplace, including:
  - 1.1.1. Hazard identification evaluation and control.
  - 1.1.2. Workplace Safety inspections program.
  - 1.1.3. Safety reporting.
  - 1.1.4. Investigation and documentation of all hazards/incidents and safety concerns.

- 1.1.5. Ensuring corrective measures resulting from investigations of reported incidents, hazards and safety concerns are implemented in their areas of responsibility.
- 1.1.6. Ensuring compliance with the applicable legislation within those workplaces under their supervision.
- 1.1.7. Integrating and enforcing safe work procedures and practices.
- 1.1.8. Provision of information, education, training and supervision to staff
- 1.1.9. Ensuring all hazards/incidents are reported to the SAFE line (902-473-SAFE(7233))

## 1.2. Staff:

- 1.2.1. Report all hazards and incidents, with or without injury, in respect to health and safety.
- 1.2.2. Cooperate with management, committees, teams and Safety Programs during an investigation.

- 1.3. **Joint Occupational Health and Safety Committee (JOHSC), Workplace Safety Teams (at QEII only) and Workplace Safety Representatives** review incidents, as required, and provide input and/or recommendations for corrective measures, if necessary. Refer to Procedures # [3](#), [4.6](#) and [8](#) for JOHSC functions regarding OHS investigations.

## 2. Reporting Hazards or Incidents

### 2.1. Staff:

- 2.1.1. Report all workplace hazards and incidents that could cause or has caused harm to individuals or damage to property, equipment, materials or the environment, including but not limited to:
  - 2.1.1.1. All injuries/illness – incidents with injury/illness
  - 2.1.1.2. Near misses – incidents without injury/illness
  - 2.1.1.3. All violence hazards, incidents of violence and threats of violence against a staff member
  - 2.1.1.4. Abusive Behaviour (harassment, verbal and physical)
  - 2.1.1.5. Hazards
  - 2.1.1.6. Work environment concerns
  - 2.1.1.7. Safety concerns
- 2.1.2. Obtain first aid or medical assistance if necessary (refer to CH 15-023 *Employee Emergency-First Aid Treatment*);
- 2.1.3. Attempt to address the hazard if within own ability and power to do so.

- 2.1.4. Report to the immediate manager/supervisor immediately (if medical status prevents immediate reporting, do so as soon as possible).
- 2.1.5. Report to SAFE within 24 hours (if medical status prevents immediate notification to SAFE, do so as soon as possible).

**Note:** If a staff member misses time from work, and/or sees a physician, or has an accidental exposure to blood/body substances, SAFE initiates the Workers Compensation Board (WCB) process within five days on behalf of the staff member.

### 3. Investigation of Reported Hazard or Incidents

- 3.1. Managers/supervisors promptly investigate all reported workplace hazards, incidents and safety concerns to determine the causes and the actions required to prevent the occurrence or recurrence of workplace injury/illness and to protect the health and safety of persons at the workplace.
  - 3.1.1. If the reported hazard, incident or prevention measures are outside the control of the manager or supervisor, the manager/supervisor reports the hazard/incident and recommended prevention measures to the person or department who has the authority to address the issue and enact corrective measures.
  - 3.1.2. Determine the level of investigation and the person(s) responsible for conducting the investigation based on the hazard/incident classification. (Refer to the following table).

#### A Class

The department supervisor or manager who has accountability for the staff member who has reported the hazard or who has been injured, the Capital Health Safety Programs Department and a member(s) of the Joint Occupational Health and Safety Committee of the facility involved investigate an 'A Class' hazard or incident.

Report all workplace fatalities to:

- Immediately to the Manager of Safety Programs or designate.
- The Safety Programs Manager notifies, in writing, the Department of Labour and Workforce Development within 24 hours.
- Report all Class A hazards and incidents to SAFE.
- Refer to 3.3, 4.1 and 4.2 for procedures

In cases where loss of life or serious injury has occurred, the Department of Labour and Workforce Development (DLWD)-Occupational Health and Safety Division - conducts a separate investigation.

**Examples of A Class Reportable Incidents:**

- Workplace fatality from any cause;
- Accidental explosion;
- Coma;
- substantial blood loss;
- amputation of leg, arm, hand foot;
- burns to a major part of the body;
- paralysis;
- loss of sight in one or both eyes;
- any injury that places life in jeopardy.

**B Class**

A member of the department that has specific accountability for the staff member who has reported the hazard or has been injured investigates a 'B Class' incident, with support from the Safety Programs Department and if requested, the Workplace Safety Team or JOHSC.

Report certain B Class incidents to the Department of Labour and Workforce Development within 7 days (e.g.:broken bones).

- The Safety Programs Manager or designate notifies, in writing, the Department of Labour and Workforce Development within 7 days.
- The Safety Programs Manager or designate notifies and provides a copy of the Investigation Report to the applicable JOHSC, when required.

Report all Class B hazards/incidents to SAFE.

**Examples of B Class Incidents:**

- Bodily Injury incidents - unconsciousness, bone fractures, injuries that result in temporary illness such as sprains/strains.
- Needle sticks
- Exposure to blood or bodily fluids

**C Class**

The direct manager/supervisor of the staff member who reported the hazard or has been injured investigates a 'C Class' incident, with support, if requested, from the Safety Programs Department, Workplace Safety Team or JOHSC.

Report all Class C hazards/incidents to SAFE.

**Examples of Class C incidents**

- Minor cuts, bruises, contusions
- Scrapes
- No injury, lost time or property damage

**3.2. Take measures to protect others from harm.**

**3.3. If a serious injury or death occurs (A Class), follow Procedures # [4.1](#) and [4.2](#) (investigation steps) and contact:**

***Regular hours***

3.3.1. the Manager of Safety Programs or the Safety Programs, Safety Officer immediately.

3.3.2. the Joint Occupational Health and Safety Committee member assigned to the area.

***After hours***

3.3.3. the District Duty Officer, or

3.3.4. Area Duty Administrator at 473-7100, or

3.3.5. Nursing Administrative Coordinator, or

3.3.6. Person in charge.

**3.4. Report to SAFE if the employee is unable to do so.**

**4. Investigation steps:**

**4.1. At the scene**

4.1.1. Protect staff and persons at the workplace from further incidents,

4.1.2. Ensure that injured persons receive first aid, medical assistance or emergency services, as necessary;

4.1.3. Determine the hazard classification

4.1.4. If a Class A hazard, ensure the scene is secured, evidence is not disturbed and time sensitive evidence is gathered.

4.1.5. Contact the appropriate investigation team as per hazard/incident classification

**4.2. Identify the persons, equipment, machine(s) or materials involved in or contributed to the incident and describe the processes followed.**

**4.3. Interview witness(s)**

4.3.1. emphasizes fact finding only, not blame fixing, and

4.3.2. develop sequence of events;

**4.4. Analyze information**

4.4.1. identify the facts of the incident;

4.4.2. identify unsafe acts or unsafe conditions that contributed to the incident;

4.4.3. develop a list of recommendations and actions to prevent the situation from occurring or recurring;

4.4.4. identify short-term actions (corrective measures);

4.4.5. develop long term corrective measures;

**4.5. Implement short and long term corrective measures**

4.5.1. identify deadlines for implementation;

4.5.2. identify person(s) responsible for implementation;

4.5.3. set audit date.

**4.6. Develop a report**

4.6.1. Finalize the *Safety Incident Investigation* Form (IIR)/ Incident Report, including actions taken for prevention (corrective measures) and for:

4.6.1.1. Class A hazards and incidents - returns the IIR/Report to the Safety Programs Department (SAFE) and the applicable JOHSC.

- 4.6.1.2. Class B hazards and incidents – returns to SAFE and, if required, the applicable JOHSC.
  - 4.6.1.3. Class C hazards and incidents – returns to SAFE.
  - 4.6.1.4. For all incidents of violence against staff – returns the IIR to Safety Programs (SAFE) and the applicable JOHSC.
  - 4.6.2. Copy the report to the director, and for Class A and B hazards and incidents forwards the report to the Workplace Safety Team, Workplace Safety Representative or JOHSC, if applicable.
  - 4.6.3. Audit the corrective measure(s) no more than thirty (30) days after implementation and ensure appropriate corrective action.
  - 4.6.4. Follow up at six months to ensure corrective actions are appropriate and effective.
- 5. Ensure affected employees are advised of the services of the Employee Family Assistance Program (EFAP) (1-800-461-5558). {Refer to CH 08-115 *Employee & Family Assistance Program (EFAP)* }**
- 5.1. Where an employee has been exposed to or affected by violence in the workplace, the manager/supervisor advises the employee(s) to consult a health professional of the employee's choice for counselling or treatment and advises of the services of EFAP.
- 6. Ensure a staff member who has been exposed to or affected by violence at the workplace is provided with an appropriate debriefing.
  - 7. Managers/supervisors inform affected staff of actions taken to prevent the occurrence or recurrence of reported hazards and incidents.
  - 8. If a staff member believes that the preventative measures/actions taken by the Department are not being addressed or actioned appropriately, the staff member reports the concerns to Safety Programs (SAFE) and a member of the Joint Occupational Health and Safety Committee (JOHSC).
  - 9. If a staff member believes that the preventative measures/actions taken by the JOHSC are not being addressed or actioned appropriately, the staff member reports the concerns to the Department of Labour and Workforce Development (1-800-9-Labour or 1-800-952-2687).
- 10. The Safety Programs Department:**



- 10.1. May upgrade or downgrade any incident classification upon review of the case and in consultation with investigation team.
- 10.2. Forwards required reports to the Department of Labour and Workforce Development.
- 10.3. In consultation with the area manager/supervisor may determine the extent to which a B Class accident requires investigation based on the seriousness of the event.

## REFERENCES

Occupational Health and Safety Act CHAPTER 7 OF THE ACTS OF 1996, as amended

**Violence in the Workplace Regulations, N.S. Reg. 209/2007, as amended**

## RELATED DOCUMENTS

### Policies

CH 08-115 Employee & Family Assistance Program (EFAP)

CH 15-023 Employee Emergency-First Aid Treatment

CH 15-035 Occupational Health and Safety-Rights and Accountabilities

CH 15-045 Refusal to Work Situation

CH 15-096 Violent Behaviour Against Staff by Patients, Visitors or Staff Members

### Other

Employee Family Assistance Program <http://www.cdha.nshealth.ca/employee-health/employee-families-assistance-program-efap>

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