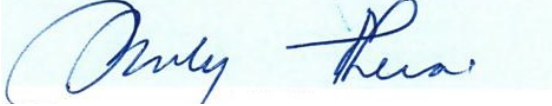





SUN COUNTRY HEALTH REGION & AFFILIATES

Policy/Procedure #:					HR-70-05-05	
Section:	HR - Human Resources					
Sub-section:	HR-70 – Safety Management System (SMS)					
Category:	HR-05 – Element 5 – Reporting and Investigating					
Subject:	Hazard and Incident Investigating					
Date Issued:	Date Revised:	Enter Date	Enter Date	Enter Date	Enter Date	Enter Date
13-Apr-2016	Date Reaffirmed:	Enter Date	Enter Date	Enter Date	Enter Date	Enter Date
Document Owner:			Authorized by:			
Name: Shirley Thera			Name: Dean Biesenthal			
Title: Manager Workplace Health and Safety			Title: Vice President Human Resources			
						
signature			signature			

POLICY:

Sun Country Health Region (SCHR) will reasonably comply with Section 3.8, General Duties of the Employer established in the Saskatchewan Employment Act/Occupational Health and Safety Regulations.

PURPOSE:

Reporting and correcting of a hazard before it becomes an incident is a proactive health and safety measure and is to be supported at all levels of SCHR.

It is an expectation of all employees in SCHR, if confronted with a hazardous situation to attempt to correct the situation if possible or warn other staff of the existence of the hazard.

All employees of the SCHR are to report Hazards and/or Incidents involving themselves or others immediately to their Manager/Supervisor and/or via the SCHR Employee Incident Report Form (the blue form).

The employer shall implement and maintain a reporting, corrective action, and formal review process of SCHR Employee Incident Report Forms completed by staff and shall reasonably ensure:

- that hazards and incidents are documented for the benefit of all workplace parties
- Where required, an assessment/investigation of the hazard or incident is done so as to facilitate appropriate and timely interim and permanent corrective action(s) to prevent further/similar hazards or incidents from happening again. The investigation shall be the SCHR 5 WHY program. SCHR Managers/Directors and site OHS Committees shall be trained in this program.

- that a review of the SCHR Employee Incident Report Form by the applicable site Occupational Health and Safety Committee is documented on Occupational Health and Safety Committee minutes and posted on the site Occupational Health and Safety Bulletin Board
- that the SCHR Employee Incident Report Form and any other information concerning the incidents that require **investigation** is provided or made readily available to the co-chair(s) of the applicable Occupational Health and Safety Committee without delay so that the investigation procedure can begin as soon as possible
- that no SCHR Employee Incident Report Form be withheld from any site Occupational Health and Safety Committee and or recognized member. (SCHR Employee Harassment issues are excluded)
- no confidential employee information will go to the Occupational Health and Safety Committee (ie. SCHR Employee Harassment Reports)
- incidents causing property/equipment damage be reported immediately to appropriate regional/facility manager.

PROCEDURE:

COMPLETION OF THE SCHR EMPLOYEE INCIDENT REPORT FORM

Employees completing the SCHR Employee Incident Report Form are to ensure:

That no confidential resident/patient/client information (name and room number) is written on the Incident Report form. This is to protect against confidential information being released as the employer cannot control the yellow carbon copy after it is detached.

It is the employee's responsibility to ensure this process is followed.

If confidential information is accidentally included, the site/regional manager will remove same.

The form has two parts: Hazard and Incident. **ONLY ONE** is to be completed depending on the situation.

HAZARD CONCERN SECTION

As defined, a hazard is a situation that has the potential to cause harm or property damage.

It is an expectation the all employees, if confronted with a hazardous situation, attempt to correct the situation if possible or at the very least, identify the situation or area by some means as to warn other staff of the existence of the hazard and advise a Supervisor.

Hazard Corrective Action

- Where possible, the worker shall discuss the hazard concern with their supervisor first.
- Where possible, the worker is expected to work with their supervisor to resolve the concern
- If the worker's supervisor cannot be approached at that time, the worker should document the hazard using the SCHR Employee Incident Report Form and whatever action was taken to resolve or warn others about the situation
- If the hazard involves serious issues, maintenance needs to be contacted immediately.

EMPLOYEE INCIDENT REPORT SECTION

- An "incident" is defined as an unwanted and/or unplanned event **that has occurred**; it may or may not have caused harm to individual or caused property damage

Incident Type:

- Can be multiple check off boxes
- Resident Transfer is broken down in one or two person type. Reposition is a resident transfer activity
- Resident Action, physical or verbal by a **resident or patient** aimed at or against a staff member
- Safety devices present and working

For any incidents that do not fall into one of the check box categories, just ensure it is written in the incident description: for example, hit elbow on corner of table, knee hit leg of mechanical lift, etc.

Dangerous Occurrences / Serious Injury or Fatality

All dangerous occurrences/serious injuries or fatalities **must** be reported within 72 hours of their occurrence to Saskatchewan Occupational Health & Safety Division
– call 1-800-567-7233.

The SCHR site Manager/Supervisor/Regional Manager/Director will be responsible for this undertaking.

In addition to the Division, the following shall be notified as soon as possible:

- Site OHS committee employer and worker co-chairs
- SCHR Senior Manager on call
- SCHR Manager Workplace Health & Safety
- In addition to reporting the incident, a copy of the report (SCHR Employee Incident Report form) must be given to the site Occupational Health and Safety Committee.

Definition:

Serious Injury/Fatality – the accident causes, or may cause, the death of a worker, OR, will require a worker to be admitted to a hospital for 72 hours (3 days) or more.

Dangerous Occurrence – any occurrence that did not result in, but could have resulted in, a worker being injured or killed.

The reporting person must provide the following when calling the Division:

- Name of injured, deceased worker
- Name of employer, contractor, owner at place of employment
- Date, time and location of the incident/dangerous occurrence
- Circumstances related to the accident/dangerous occurrence
- Apparent injuries
- Name and telephone number/fax number of the employer/contractor or another person designated by the employer/contractor.

Removal of the Yellow Employee's Copy:

- The yellow carbon may be taken by the worker after the SCHR Employee Incident Report Form is completed and signed by the worker.
- The yellow carbon is the employee's record of the incident and will serve as reference (the number) for the employee to use to check the review status level of the incident report from the Occupational Health and Safety Committee.

Signatures:

- Usually, the date of when the incident occurred and the date when the incident report was completed are the same.
- Keep in mind, it is possible for the **date of incident** to be different from when the **date it was reported** and the incident report completed:

Example: Foot injury occurs on September 12, 2014, (date of incident) but the employee does not report anything until September 30, 2014, (when the incident was reported).

STAGE ONE REVIEW – Out of Scope (OOS) Manager/Supervisor – Risk Assessment

- **OOS Manager/Supervisor, Site or Department Manager, Regional Manager/ Director if applicable.**
- **To be completed on all Hazards and Incidents**

LIKELIHOOD	5	Almost Certain	5	10	15	20	25
	4	Likely	4	8	12	16	20
	3	Possible	3	6	9	12	15
	2	Unlikely	2	4	6	8	10
	1	Rare	1	2	3	4	5
TOTAL RISK SCORE			Low	Minor	Moderate	Severe	Catastrophic
			1	2	3	4	5
			CONSEQUENCE				

- Risk Matrix is used to help determine the risk level - not all hazards or incidents carry the same risks.
- Rating the hazard or incident also helps to prioritize corrective actions, both at the Supervisory, Maintenance and Regional Level, if required.

Options can be investigated on an interim basis until a permanent solution can be implemented.

The aim is to eliminate the hazard (root cause) or control the hazard. The “hierarchy of controls” is a recognized approach for corrective action implementation:

Record your Corrective Action

What needs to be done, who is going to be assigned to complete, if required, and when.

In the interim (if a permanent solution cannot be completed at that time), what will be the next step(s) and completed by whom and when?

When SCHR Employee Incident Report Form is completed:

- The original is retained on site and is to be made readily available for viewing to any member of the Occupational Health and Safety Committee (OHSC) between scheduled OHSC site meetings.
- The SCHR Employee Incident Report Form stays intact at the site through the Stages of Review, through to the Hazard/Incident, and then being resolved fully to the satisfaction of the Committee, which could happen quickly or dependent on circumstances, may allow for final disposition to be longer.

- The site Occupational Health and Safety Committee will review all incident report forms – determine if information on the issue is resolved or not – record such by the tracking number on site Occupational Health and Safety Committee Minutes.
- If not resolved – a target will be set for attempted solution in 30 day increments. Updates to be provided on page 4 of Employee Incident Report Form until the issue is resolved.
- If not resolved after 30 days – the site Occupational Health & Safety Committee may forwarded the issue onto the SCHR Manager Workplace Health & Safety.
- Incidents not resolved after 60 days will be forwarded by the SCHR Occupational Health Committee and the Regional Manager Workplace Health and Safety to the SCHR Director of Employee Health Services. These incidents may also be forwarded to the SCHR Vice President of Human Resources for investigation.
- For incidents requiring capital funding, the Vice President of Human Resources may forward the incident to the Leadership Committee. The Vice President Human Resources will ensure communication is make back to the site Occupational Health & Safety Committee, the SCHR Director of Employee Health Services and the SCHR Manager Workplace Health & Safety on the disposition of the issue.
- Ensure blue pages 1 and 3, and when applicable, page 4, are scanned and forwarded to the email disabilitymanagement@schr.sk.ca The SCHR Workplace Health and Safety Manager will be responsible for statistical control.

5 WHY Investigation Process

Where an assessment/investigation of an incident is required, the following shall prevail:

- The site/regional manager shall meet with the employee(s) who filed the SCHR Employee Incident Report Form. Where present on site, a member of the site OHS Committee should also be included. Notices of the meeting date / place shall be sent to the affected Regional Director (if not leading the meeting), the appropriate VP, and the SCHR Manager Workplace Health & Safety.
- The goal of the meeting is to understand why/how the incident happened. No blame shall be applied, and this should not be considered a discipline meeting.
- Factors to be considered in the investigation are equipment, environment, material, tasks, people.
- Once a root cause has been established, the meeting shall determine a timely plan of action to facilitate an interim or permanent corrective action(s) to prevent further/similar hazards or incidents from happening again

- The plan should include who is going to undertake the plan, when, where, are others needed to accomplish the plan, reporting structures, necessary education, signage, etc.
- The plan of action and details are then recorded on the SCHR Employee Incident Report Form (page 2 – Managers Report section). The documents (SCHR Employee Incident Report Form and the 5 WHY worksheet) are then scanned and forwarded to disabilitymanagement@schr.sk.ca
- The site manager/director will ensure these documents are received by the site OHS Committee for review and noting in the minutes.
- SCHR reserves the right to audit the 5 WHY Plan of Action, to determine if the site Plan of Action has been undertaken.

NOTE: SCHR Employee Incident Report forms can be ordered from the SCHR Manager Workplace Health and Safety.