



Policy

Saskatoon & Area - Occupational Health & Safety

Number: 60-003

Title: Worker Incident Management/Investigation

Saskatchewan Employment Act: 3-20

OHS Regulation: 11, 22(1)(h), 29

Date: January 1, 2017

Date Revised/Reaffirmed: June 13, 2018

Any PRINTED version of this document is only accurate up to the date of printing. Saskatchewan Health Authority (SHA), Occupational Health & Safety Services (OHS) cannot guarantee the currency or accuracy of any printed policy. Always refer to the Occupational Health & Safety internal website for the most current versions of documents in effect. This policy complies with legislation (minimum standards) at the time of this writing and/or revision. SHA OHS accepts no responsibility for use of this material by any person or organization not associated with SHA. No part of this document may be reproduced in any form for publication without permission of SHA OHS Services.

Purpose

- To ensure all workers report workplace incidents
- To assist in communicating to managers/supervisors that an incident has occurred and that an investigation needs to be performed
- To find the root cause(s) of the incident
- To develop corrective actions to prevent recurrence of incidents
- To assist in compiling statistical reports for review to determine trends in workplace incidents
- To assist in developing changes in work practices or procedures

Principles

- SHR is committed to providing a safe and healthy work environment for everyone. Many of the unusual events that occur within SHA are a result of working within complex systems. Learning where harm occurs in complex systems will assist us in making improvements.
- Staff are expected to understand and be knowledgeable in environmental hazards and specific hazards and risks associated with the tasks they perform during the course of their duty and in the provision of care to patients/clients and residents
- Staff are expected to report all incidents, for stakeholders to be aware of risks and be strategic in making health care environments safer and support a Just Culture of Safety
- Stop the Line principles of *Stop-Alert-Assess-Fix-Eliminate/Escalate and Report* (S.A.F.E.R) are required to protect Staff from preventable harm or injury

Definition

- **“Incident”** is an unplanned event that causes, or may cause, injury or illness to workers or damage to property. Incidents are caused, often by many factors occurring at the same time. Incidents can be prevented if all these causes are addressed.
- **“Near miss”** is an unplanned event that did not result in injury, illness, or damage but had the potential to

Roles and Responsibilities

Employer must ensure:

- That all serious accidents and dangerous occurrences are investigated as soon as reasonably possible by:
 - co-chairpersons or their designates;
 - the employer and the representative; or
 - where there is no committee or representative, the employer
- In consultation with the OHC, prepare a written report after the investigation of the accident that includes:
 - Description of accident
 - Any graphics, photos or other evidence that may assist in determining the cause factors
 - Explanation of the cause or causes of the accident
 - Immediate corrective action taken
 - Any long-term actions that will be taken to prevent the occurrence of a similar accident or the reasons for not taking action
- That all other incidents are investigated within 48 hours (urban) or 72 hours (rural) by:
 - Immediate Supervisor
 - Manager

Manager/Supervisor must ensure:

- That roles and responsibilities of all workers are being met, as well as applicable legislation and/or standards
- Safe work procedures are written and followed
- All incidents and near misses must be investigated with the worker so that the causes of the incident can be determined and the appropriate corrective actions can be put in place to prevent the recurrence of the incident
- They work with employer and OHC in the investigation of all serious accidents and dangerous occurrences

Worker must ensure:

- They are trained in and follow the safe work procedures
- They report to their manager/supervisor and the Safety Alert System/Incident Report Line any incidents or near misses that occur in the workplace

Orientation & Training

- Safety For Supervisors for all managers/supervisors

Non-Compliance/Breach:

Non-compliance with this policy will result in a review of the incident. A review for non-compliance may result in disciplinary action, up to and including termination of employment or privileges; fines and /or prosecution of individuals under the Saskatchewan Employment Act and OHS Regulations.

Review Dates:

January 1, 2017

June 13, 2018