

Accident Investigation Procedure

This procedure applies to all City of Mount Pearl employees involved in an accident who could become injured or cause damage arising out of or in connection with the City of Mount Pearl's business. All workplace accidents shall be investigated. The depth and complexity of the investigation will vary with the circumstances and seriousness of the accident. This procedure is the companion document of the City's *Accident Reporting Policy (OHS-AR-02)* and it complies with the NL *Occupational Health and Safety Act*.

1.0 Responsibilities

The following set of roles and responsibilities shall apply:

a. **Employees:**

All employees must report all accidents listed in the scope of this procedure to their supervisor **immediately** following their occurrence. Employees are required to participate fully in the accident investigation process. Employees are to complete the Employee Declaration of Workplace Accident as soon as possible after the event has occurred.

b. **Supervisors:**

Supervisors (**persons with supervisory responsibility**) are required to immediately attend the accident scene and determine the severity of the accident. For minor accidents follow the procedures in section 5.1-5.7. For serious accidents, the OHS Officer should be contacted. Supervisors are to contact the Municipal Enforcement Officer for all accidents involving city equipment and or other city vehicles. If the MEO is unavailable the supervisor will take pictures and contact information of the people involved. This information will be forwarded to the MEO Superintendent to follow up on the next day. Supervisors are to ensure all accidents under their supervision are investigated, and that they follow up on corrective/preventative actions and communicate findings to employees.

c. **Occupational Health and Safety Committee Members:**

Occupational Health and Safety Committee (OHSC) members review and discuss accident investigation reports and provide input on corrective actions if necessary.

d. **Health and Safety Officer:**

The Health and Safety Officer oversees the accident investigation process and acts as a resource to supervisors and employees in the investigation of accidents and the development of corrective/preventative actions. The Health and Safety Officer is responsible for collecting, reviewing, logging and distributing all accident investigation reports. Keep record of trending accidents and send a monthly update to the directors. The Health and Safety Officer will lead the investigation process for serious/major accidents.

e. **Human Resources Officer:**

The Human Resources Officer provides the Workplace NL with appropriate documentation regarding workplace injuries and illnesses when required.

f. **Municipal Enforcement Officer:**

The MEO's, upon communication with shift supervisor, responds to all workplace accidents on carriageways, highways and parking lots and completes their investigation following the "Motor Vehicle Accident Procedure (MEO-005-13/P). They complete the Municipal Enforcement Report of Motor Vehicle Accident and forwards to the MEO Superintendent, who then forwards the report to the OHS Officer and Director of Corporate Services to be included in the OHS investigation process.

2.0 Definitions

For the purposes of this procedure the following definitions shall apply:

- **Accident:** An unplanned, undesired event or uncontrolled contact between two objects resulting in lost time or a health care injury, illness, damage or loss of property.
- **Near Miss:** An undesired event that, under slightly different conditions, could have resulted in an injury, loss, or damage.
- **Occupational Illness:** is defined as "the condition that results from exposure in the workplace to a physical, chemical or biological agent to the extent that the normal physiological mechanisms are affected, and the health of the worker is impaired thereby." An occupational illness can either be acute i.e. immediate symptoms or chronic i.e. developing over a period. Some examples of occupational illness include noise induced hearing loss, tendonitis etc.
- **Lost time injury (LT):** An injury or illness which results in time away from scheduled work after the day of injury.
- **Medical aid injury (MA):** The worker does not miss work due to an injury but needs medical, surgical, or dental aid.
- **First aid injury (FA):** A minor injury with no visit to a medical professional and resulted in no lost time.

- **Severity:** severity is used to measure the level of injury or damage. Table below indicates the guidelines for level of severity:

| ACCIDENT SEVERITY | | | |
|-----------------------------|--|--|--|
| INCIDENT TYPE | MINOR | SERIOUS | MAJOR |
| INJURY | First Aid | Lost time, Medical aid or restricted work | Fatality |
| OCCUPATIONAL ILLNESS | First Aid | Medical aid or restricted work | Fatality or Lost time illness |
| SECURITY | Lost items up to \$1500 | Theft, vandalism, unauthorized use or access to confidential information, loss of critical computer system for between 4-8 hours, lost items valued between \$1,500-\$10,000 | Arson, bomb threats, armed robbery or extortion, theft of items valued over \$10,000, vandalism costing over \$10,000 to repair, loss of critical computer systems over 8 hours. |
| DAMAGE | Damage repair/replacement cost under \$1500. | Any fire or explosion, damage repair/replacement cost \$1,500-\$10,000 | Any fire or explosion, damage repair/replacement cost over \$10,000. |

3.0 Investigation Procedure

I. Attend to Employee(s):

For any accident, the priority is medical treatment of the injured and prevention of further injuries. The supervisor must determine in conversation with the employee the extent of the injury, if medical aid is required and who else to call to the scene. If required call 911 for emergency services. If the accident is of serious nature contact the OHS Officer Corey Harvey (748-6498 (o) or 769-4235 ©). The supervisor must also determine if the employee can safely return to active work for the rest of their shift.

Note: If medical assistance is required away from the work site the employee will be accompanied by a management person. The immediate supervisor is responsible for arranging transportation to the hospital or health clinic where they will be transported by ambulance or by a management person pending on the nature of injury.

If the injured employee(s) work in a safety sensitive position, follow section "7.2 – Post Incident Testing" within the "Alcohol and Drug Workplace Policy".

II. Control the Scene:

- 1) Stop all work activities at the work site. If necessary, restrict other employees and bystanders from the immediate area of an accident.
- 2) If a serious injury has occurred the process or area must be restricted, and the Serious Injury Investigation scenario must be followed.
- 3) If the workplace accident is on a carriageway, highway or parking lot contact the MEO to respond.
- 4) If there is an environmental spill, follow the "Environmental Spill Policy and complete the "Environmental Incident Notification Form".

III. Gather physical information from the scene of the accident:

Physical information may be subject to rapid change. For this reason, it must be recorded first. Make a documented record of the following items:

- (a) position of workers when accident occurred
- (b) equipment and materials being used - include sizes and weights
- (c) position / use of guards, controls, safety devices etc.
- (d) damage to machinery / equipment
- (e) housekeeping in the area
- (f) lighting, noise, temperature etc. in the area
- (g) weather conditions
- (h) take measurements, draw a sketch of the layout of the area and take pictures for later reference during the investigative process.
- (i) check for cameras in the area for evidence

IV. Interview employees and witnesses:

Interviewing the employee who is directly involved and witnesses represents another source of information. The investigating supervisor will gather information from the employee(s) involved in the accident as soon as possible along with the statements of anyone who may have witnessed the occurrence. Employee(s) whom are going to be interviewed must not return to work until the interview is complete.

When **interviewing employees and witnesses** it is important to have the individual describe in his/her own words what occurred. Some tips for interviewing are:

- (a) put the injured employee / witness at ease

- (b) emphasize the reason for the investigation - the purpose is not to assign blame
- (c) listen closely and carefully
- (d) don't interrupt
- (e) allow time for the employee to gather their thoughts
- (f) thank the person for their assistance

The actual questions you ask will vary with each incident and with whom you are interviewing, but we should always ask the 5 W's including how (who, what, when, where, why and how):

- 1) Who was involved?
- 2) What happened?
- 3) When did it take place?
- 4) Where did it take place?
- 5) Why did that happen?
- 6) How did it happen?

If you were not at the scene at the time, questions are the most straightforward approach to establish what happened. Remember that an accident, especially a serious one may be very traumatic to an individual. Take this into consideration during your investigation.

V. Collect other relevant information:

Information such as Safety Data Sheets (SDS's), equipment specifications, previous investigation reports etc. may be useful in some accident investigations. Also ask the persons involved if they took any photos of the incident. If yes ask for them.

VI. Fill out Incident Report Form (Supervisor/Employee account of accident)

An accident investigation report must be completed, and copies returned to the Health and Safety Officer and Human Resources Officer (only if someone is injured) within 24 hours of the occurrence in the event of any of the following;

1. Serious injury
2. Disability, lost time injury
3. Non-disability where professional medical treatment was sought
4. Any acute or chronic occupational illness
5. Property damage
6. Fire or explosion
7. Motor Vehicle Accidents
8. Significant Near Miss

Implement immediate corrective/preventative action. The immediate supervisor ensures corrective actions listed in the report are implemented immediately to prevent similar accidents from occurring.

Complete corrective/preventative plan with employee(s). When developing the plan, base it on employee(s) history and severity of the accident.

Upon receipt of the Supervisor's Report of Incident, the Human Resources Officer will complete and forward a Workplace NL Form 7 – Employer's Report of Injury/disease to Workplace NL.

4.0 Provincial Reporting Procedure

An employer shall, within 3 days after an accident happens to a worker that results in a serious injury to the worker, provide written notice to the minister advising the minister that an accident has occurred and containing the following information:

- (a) the nature of the accident;
- (b) the time and place of the accident;
- (c) the name and address of the worker injured in the accident; and
- (d) the name and address of the physician who treated or is treating the worker for the injury.

A fatality shall be reported to the minister immediately by telephone, or by whatever other means of communication that are readily available, and that report shall be followed up in writing within 5 days.

A. Provincial Definition of Serious injury

Serious injury includes an injury that:

- (a) places life in jeopardy;
- (b) produces unconsciousness;
- (c) results in substantial loss of blood;
- (d) involves the fracture of a leg or arm but not a finger or toe;
- (e) involves the amputation of a leg, arm, hand, foot, finger or toe;
- (f) consists of burns to a major portion of the body; or
- (g) causes the loss of sight in an eye.

B. Provincial Reporting Contact Information

Accident reporting line at 1-800-563-5471 or 709-729-4444

5.0 Near Miss Reporting

City of Mount Pearl employees must report all near misses to their immediate supervisor and complete Form OHS-09 – Near Miss Report. This form is intended to provide adequate information to correct and prevent incidents that nearly resulted in an injury or unsafe work practices that may lead to injuries and/or property damage.


When the reporting employee is finished completing the form, it should then be given to their supervisor to review. **The supervisor is responsible for ensuring that corrective action is taken to prevent the near miss from causing an injury in the future.**

All supervisors are required to submit the fully completed copy of the form to the Health and Safety Officer to be communicated accordingly.

6.0 Associated Documents

- *OP-OHS-13 Accident Investigation Procedure*
- *FORM-OHS-08 Accident Investigation Report*
- *FORM-OHS-09 Near Miss Report*
- *FORM-OHS-44 Environmental Incident Report Form*
- *HR-A&DW-01 Alcohol and Drug Workplace Policy*
- *MEO-005-13/P Motor Vehicle Accident Procedure*
- *Municipal Enforcement Report of Motor Vehicle Accident*

7.0 Approvals



Steve Kent, Chief Administrative Officer
April 25, 2019

Date