VCH Safety Summit: Reflections on COVID

2021 JOHSC conference

September 15, 2021

Virtual experience
Incident Investigation

An incident investigation is the account and analysis of an incident, based on information gathered by a thorough examination of all factors involved. (WSBC)
Why conduct an incident investigation and what types of incident must be investigated?
Goals of conducting incident investigation

- To meet the minimum requirements
- Key means of keeping your workers healthy and safe
- Lower financial cost associated with higher rate of claims and absenteeism
Legal requirements

Immediate notification of WorkSafeBC (604-276.3301 or 1.888.621.7233 or 1.866.922.4357)

Two-step investigation process (preliminary & full investigation)

Required content and distribution of reports
## Incident investigation reporting timeline

<table>
<thead>
<tr>
<th>Required Report</th>
<th>When it’s required</th>
<th>Who gets a copy</th>
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</thead>
<tbody>
<tr>
<td>Preliminary investigation</td>
<td>Within 48 hours of the incident</td>
<td>• The joint committee or worker health and safety representative.</td>
</tr>
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<td></td>
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<td>• If not applicable, post in the workplace.</td>
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<td>• WorkSafeBC may ask for a copy.</td>
</tr>
<tr>
<td>Corrective action identified in the preliminary investigation</td>
<td>As soon as practicable</td>
<td>• The joint committee or worker health and safety representative. If not applicable, post in the workplace.</td>
</tr>
<tr>
<td>Full investigation</td>
<td>Within 30 days of the incident</td>
<td>• WorkSafeBC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The joint committee or worker health and safety representative. If not applicable, post in the workplace.</td>
</tr>
<tr>
<td>Corrective action taken as a result of the full investigation</td>
<td>As soon as practicable</td>
<td>• The joint committee or worker health and safety representative. If not applicable, post in the workplace.</td>
</tr>
</tbody>
</table>
Worker’s Compensation Act / OHS Regulation requirements

Part 2 Division 10 Section 69-72

An employer must conduct a preliminary investigation within 48 hours.

Following the preliminary investigation, the employer must, without undue delay, undertake any corrective actions as soon as practicable.

Conduct full investigation and full corrective actions within 30 days of the incident date.

Ensure participation of a joint committee representative as applicable.
Who conducts the investigation?
Manager and Supervisor’s Role

- Notify WorkSafeBC as required
- Conduct an investigation within 48hrs
- Undertake a full investigation
- Identify and implement corrective actions
- Ensure the investigation is carried out by persons knowledgeable about the type of work involved
- Ensure participation of a worker representative if reasonably available
- Ensure the results of the investigations are communicated to workforce
Worker representative role

Receive push notifications of new employee incidents

Provide meaningful participation to the investigation

Review the investigation and provide additional recommendations

Communicate control measures to the workers to improve safety culture
How to conduct an incident investigation?
Workplace Employee Incident Reporting & Communication

- **Hazard**
- **Injury, Exposure or Near Miss**
- **First Aid and/or Medical Aid if required**
- **Report the Incident**
  - Use PPE for hazards.
  - Call 1-888-072-0944 (toll-free) for employee events and near misses. Also, fill out SFST 2239 form for needle sticks and blood and body fluids exposures.

**Workplace Health Tools & Resources**

- Education through CCRS
- OH&S for Managers & Supervisors
- Incident Investigator Training
- PIT Training: Train the Trainer: MSIP Training
- Workplace Violence Prevention: Radiation Safety Training
- ... and much more ...

**Programs**
- Indoor Air Quality
- Respiratory Protection
- Joint Health and Safety Committees
- First Aid Workshops
- Workplace Violence Prevention: Musculoskeletal Injury Prevention
- Return to Work: Transitional Work: Immunizations
- ... and much more ...

**People**
- OH&S Advisors
- MSIP Advisors
- Violence Prevention Specialists
- Workplace Nurses
- Workplace Health Advisors
- Clinic Nurses
- Complaint Case Managers

**Workplace Health Tools & Resources**

**Monitor to ensure effectiveness of corrective actions**

- Task/job observation by supervisor/manager.
- Routine workplace inspections.

**Corrective actions are communicated to staff & implemented**

- Staff meetings.
- Safety huddles.
- Group or one-on-one training.
- Joint Health & Safety committee.

**Supervisor/Manager leads an investigation**

- Identify root causes.
- Develop corrective actions.

**Joint Health & Safety Committee**

- Members participate in investigations.
- The committee reviews completed investigations.
Is it a sufficient investigation?

Is the injury classified appropriately?

Is there a worker representative?

Do the sequence of events properly describe what occurred?

Are the corrective actions effective?
Summary/Highlights

Report the incident in timely manner, remember the time requirement.

Ensure participation and the quality of the investigation (e.g. worker rep, manager or delegates)

Communicate to the workers on corrective actions and ask for feedback to ensure corrective actions are effective

Follow-up to evaluate the corrective actions at work
Resources

https://one.vch.ca/working-here/health-safety-wellness/health-safety-at-work/incident-reporting-investigation

Thank You