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8.1 Incident Investigation Policy

ASSURANCE CONSTRUCTION requires that the proper investigation into all incidents (including injuries, near misses, property damage, environmental impact and occupational health issues) take place.

ASSURANCE CONSTRUCTION requires that workers must report all incidents to their Supervisor immediately.

Whenever possible, an Incident investigation will take place during the shift in which the incident occurred, and the investigation will be carried out by a Safety officer, the Supervisor in charge, and/or other appropriate personnel.

All investigations will be documented on the proper forms and those forms will be forwarded to the Manager and Safety Officer for review and action.

8.2 Immediate Notice of Incidents

ASSURANCE CONSTRUCTION must immediately notify the appropriate provincial authority of the occurrence of any Incident with any of the following characteristics: **(OH&S Act Section 18)**

- Serious injury to a worker
- Death of a worker
- Major release of a hazardous substance
- Collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation
- Fire
- Regulations require it be reported

Except as otherwise directed by an Officer of the provincial authority having jurisdiction, a Peace Officer, or the Safety Officer, a person must not disturb the scene of an Incident except so far as is necessary to do the following:

- Attend to persons injured or killed
- Prevent further injuries or death
- Protect property that is endangered as a result of the Incident

8.3 Relevant Forms

R-1	FIRST AID REPORT (CONFIDENTIAL)
R-2	ACCIDENT INVESTIGATIVE REPORT (FIRST PAGE)
R-3	NEAR MISS INVESTIGATIVE REPORT (FIRST PAGE)
R-4	OCCUPATIONAL ILLNESS INVESTIGATIVE REPORT (FIRST PAGE)
R-5	PROPERTY ENVIRONMENTAL DAMAGE PAGE (SECOND PAGE ALL REPORTS)
R-6	ROOT CAUSE PAGE (THIRD PAGE ALL REPORTS)



8.4 Conducting An Incident Investigation

Proper Incident/incident/near-miss investigation techniques are an important part of an effective health and safety program.

(In this section, the term “incident” refers to Incidents & near-misses. Incidents involve some kind of loss: injury, damage to property or equipment and damage to environment. Near misses involve no loss.)

All *incidents* must be investigated as soon as possible and the *Incident investigation* form and the *Incident investigation checklist* must be used while doing so.

Examination of the work site must take place before anything is moved in order to facilitate the discovery of the cause of the *incident*. Interviews with workers and witnesses should take place the same day, if at all possible.

The Supervisor of the area in which the incident occurred and/or the Project Safety Officer will form part of the investigation team, together with a worker representative familiar with the work process.

The purpose of the investigation should be to prevent future occurrences.

Note: The purpose of the investigation is not to “find fault”.

The goals of proper investigation are the following:

- Prevent a recurrence of the *incident*
- Identify the cause or causes of the *incident*
- Recommend the action needed to correct the hazardous situation
- Ensure that a process is established to make the corrections quickly

In the case of a fatal Incident, the Incident scene must not be disturbed except to attend to the fatally injured individual, to attend to any other seriously injured worker, to protect an individual from further injuries, or to protect property from damage.

Refer to Emergency Preparedness *section of this manual* for additional procedures involving serious injuries or fatalities.

An investigation will begin immediately in the case of an Incident that resulted in an injury requiring medical attention or that had a potential for causing injury.

In the case of a fatality, a 911 emergency call must be placed immediately. If there is a critical injury or fatality, a call to the provincial authority with jurisdiction is required.

The investigation will have the following characteristics:

- Be carried out by someone who has knowledge of the type of work involved, typically, the immediate Supervisor
- Involve, where possible, one Worker Representative and one Employer Representative



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- Determine the cause or causes of the Incident
- Identify any unsafe conditions, acts, or procedures that contributed to the Incident
- Develop appropriate corrective action to prevent similar Incidents

The Supervisor or the Safety Officer and a worker familiar with the work activity will collect and consider any written or photographic information about the Incident using the *Incident near-miss investigation* form and the *Incident investigation checklist* while doing so.

Preserve the Scene

A primary concern in an Incident investigation is to preserve the Incident scene as much as is possible until the investigation is complete.

The Incident Investigation

When investigating an Incident, do the following:

1. Visit the Incident location and examine it carefully.
2. Collect all relevant information (sketch and photograph the scene, take measurements, get names of witnesses, etc.).
3. If necessary reenact the incident.
4. Complete the *Incident Investigation form*. Make additional notes and comments as necessary. If in doubt, record the information.

When investigating an Incident, take a number of factors into account:

1. Consider the pre-Incident situation.
 - What was the general status of the work site (supervision, safe work procedures, maintenance programs, etc.)?
 - What was the general status of the injured worker (age, gender, occupation, years of experience, training, etc.)?
2. Evaluate the immediate Incident situation.
 - What work was being done?
 - Did the particular situation have written safe work procedures, and if so, were they being followed?
 - Was the work being done in a normal procedure?
 - Were there any special conditions?
 - What materials and equipment were involved?
 - Was the necessary personal protective equipment (PPE) available and was it being used and worn in the proper way?
 - What other workers were present and what was their role?
 - What sequence of events preceded the Incident?



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- Was there anything special or different about these events?
 - Was the worker doing work for the employer at the time of the Incident?
 - What was the workplace environment like (temperature, noise, lighting, dust, chemicals, humidity, ventilation, weather, working surfaces, etc.)?
3. Consider the post-Incident stage:
- What factors increased or decreased the risk or the actual injury?
 - Was PPE being worn?
 - Was the machine guarded?
 - Was the first aid response time good?
 - Was the transportation to the hospital fast?

Interviewing Witnesses

Interview witnesses and any other people who can contribute to the investigation. When interviewing someone, do the following:

- Interview in a controlled, comfortable private environment such as a room
- Arrange for an interpreter, if needed
- Put the person at ease
- Explain who you are and what your interest is in the investigation
- Make sure the person understands that the purpose of the interview is to gather information, not to place blame
- Let the person answer the questions
- Ask them what would you do different to avoid the incident.
- **Do not** lead the person to any conclusions you may have
- **Do not** discuss other views or opinions regarding the Incident
- Confirm what you have heard by repeating the person's version of what happened, and clarify your understanding with questions, if necessary
- If there are apparent inconsistencies, tactfully try to clear these up
- **Do not** argue with the person
- Ask the person if anyone else may have information to provide regarding the Incident
- Explain what will happen next and when the report will be complete
- Thank the person for assisting with the investigation.
- Possibly even in the interview continue to ask, "why?" until it can no longer yield an answer.



8.5 Writing the Incident Investigation Report

The appropriate Supervisor must complete the form and send it to the appropriate Manager and Safety Department as soon as possible.

The Incident investigation report must contain the following items:

- Place, date, and time of the Incident
- Names and job titles of persons injured in the Incident (the names of the injured may be deleted from published report)
- Names of the witnesses
- A brief description of the Incident
- A statement of the sequence of events which preceded the Incident
- Identification of any unsafe conditions, acts, or procedures which contributed to the Incident
- Actions needed to prevent similar Incidents from occurring. ***Corrective action will almost always take one three types: Engineering controls, Administrative Controls or PPE.***
- The names of the individuals who investigated the Incident

The results of the Incident investigation and the corrective actions necessary to prevent recurrence of similar Incidents must be communicated to all workers.

8.6 Provincial Authority Involvement

ASSURANCE CONSTRUCTION recognizes that the provincial authority having jurisdiction in the province in which the work is being done has the right to interview workers and any other individuals with information about the Incident.

ASSURANCE CONSTRUCTION also recognizes that it is an offence to withhold information or to obstruct or interfere with an officer of a provincial authority with jurisdiction making enquiries.

Individuals being interviewed by an Officer from a provincial authority may wish to have their union representative or legal counsel present.

If an Incident results in a medical injury, the appropriate reports must be completed and submitted to the provincial authority having jurisdiction. This takes priority over any internal Incident investigation, but it can be done in conjunction with an internal investigation.