INCIDENT REPORTING

Any incident must be reported to the supervisor immediately, whether an injury occurs or not. The supervisor is responsible for ensuring proper medical attention is given at the time of the incident, and performing an investigation to determine the root cause(s) of the incident and implement corrective actions based on the findings of the investigation. Reportable incidents are those which:

- Result in personal injury or lost time from work
- Have the potential to result in personal injury or property damage even though no injury or damage actually occurred (near-miss);
- Occur to any person on University premises;
- Occur to a student during the course of his/her classroom, laboratory or field work;
- Occur to a student during the course of a work placement (either paid or unpaid) which forms a part of their University curriculum.

1. Work-Related Accidents, Injuries and Illnesses Involving Employees

All University employees are covered under the Workplace Safety and Insurance Act for injuries and illnesses resulting from their employment. Coverage includes payment for health care costs and loss of earnings due to time lost from work.

All work-related accidents, injuries or occupational illnesses must be reported within 24 hours to Health and Well-being, using the Accidental/Incident/Occupational Disease Report form provided or the e-form (http://www.ehs.utoronto.ca/resources/wcbproc/employee.htm). Supervisors are responsible for submitting the report for all accidents. For incidents classified as healthcare or lost time, the WSIB Administrator will send the information on the report to the Workplace Safety and Insurance Board (WSIB).

2. Accidents/Incidents Involving Students, Contractors and Visitors

Students and visitors include all non-employees present or working in University workplaces. These include undergraduate students, graduate students (except when performing TA duties, when they are employees), visitors and members of the general public.

Accidents involving students, contractors or visitors are to be reported using the Risk Management and Insurance Report form provided or the e-form (http://www.ehs.utoronto.ca/resources/wcbproc/Non_U_of_T.htm).

3. Critical Injuries or Death

Under the Occupational Health and Safety Act, all accidents involving a critical injury or death must be reported to the Ontario Ministry of Labour. A critical injury is defined as an injury of a serious nature 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 or foot, but not a finger or toe,
f) Consists of burns to a major portion of the body; or

g) Causes the loss of sight in an eye.

In the case of a critical injury or death, supervisors are responsible for:

1) Procuring immediate medical attention,
2) Notifying UTSC Campus Police Services (416-287-7333),
3) Notifying Campus Safety & Security EHS (416-208-5141) and the Office of Environmental Health and Safety (416-978-4467),
4) If possible, Environmental Health and Safety will notify the Ministry of Labour. Otherwise, the supervisor shall notify the MOL (Health & Safety Contact Centre, 1-877-202-0008, 24 hours a day, 7 days a week),
5) Notifying the UTSC JHSC,
6) Notifying the appropriate union representing the injured employee (if any),
7) Ensuring that the site of the accident remains undisturbed until a Ministry of Labour inspector has arrived, and
8) Preparing a written report of the circumstances of the accident.

4. Minor Accidents and First Aid Injuries

Accidents requiring only first aid treatment do not need to be reported to Health and Well-Being. However, the WSIB requires that records be kept of all such injuries to employees. The responsibility lies with the Department/Division involved. Although such records are not required for students or visitors, Departments are advised to keep records.

5. Non-Injury or “Near Misses”

In the case of a non-injury accident, the Department/Division must investigate and determine the potential for injury or significant property damage. Where a significant potential exists, the incident shall be reported to Health and Well-Being for employees and Risk Management and Insurance for students, contractors and visitors.

INCIDENT INVESTIGATION

The purpose of an incident investigation is to find out what happened during the incident, why it happened, and determine what steps should be taken to prevent a recurrence. To be effective, the active participation of supervisors and workers is essential. The investigation is intended to uncover contributing factors and root causes, which may not be immediately evident upon initial review of the incident. The scene of the incident should not be disturbed so a thorough and accurate investigation can be performed. In the case of a critical injury or fatality, the scene of the accident must not be disturbed until approval from a Ministry of Labour inspector is given, and if applicable, law enforcement personnel. In order to conduct a thorough investigation, consider the following:

- Consider both why it happened and why the situation was not prevented or detected before it became an incident or near-miss.
- Continue to ask the question “Why?” until you get down to the root cause(s).
- Consider all possible causal factors:
  - Task (e.g. were safe work procedures available? being followed?);
INCIDENT REPORTING AND INVESTIGATION & WORKPLACE INSPECTIONS

- Materials (e.g. was there an equipment failure? equipment right for task?);
- Environment (e.g. lighting, housekeeping, physical condition of the workplace);
- Personal (e.g. adequately trained? physical health, stress); and
- Management (e.g. adequate supervision, maintenance program in place)

The UTSC JHSC must designate a worker member to investigate any accident involving a critical injury or fatality. EHS may work in conjunction with the Department and/or the JHSC in conducting investigations, particularly for serious accidents. The supervisor or the committee can contact EHS at any time as a resource during an incident investigation.

WORKPLACE INSPECTIONS

Laboratory supervisors are responsible for conducting inspections of the laboratory on a regular basis. Regular workplace inspections will help identify hazards that need to be assessed and controlled to minimize the risk of exposure to workers. In order for inspections to be effective, they need to be conducted at regular intervals to prevent the development of unsafe working conditions. Inspections should also be conducted when there has been an accident or when a new work process or equipment is added to the laboratory.

During an inspection, identify unsafe conditions and acts that may cause injury and recommend corrective measures that should be taken. The following guidelines will assist in conducting an effective workplace inspection:

- **Use a checklist** to ensure inspections are thorough and consistent with previous inspections. The provided checklist should be used and modified for each laboratory.
- **Observe** how workers perform tasks. Do they follow safe work procedures and use personal protective equipment, as required?
- **Talk** to workers about what they are doing. Ask them about concerns they may have regarding health and safety.
- **Record** any unsafe actions or conditions that you observe.

Take action after the inspection.

- Address serious hazards or unsafe work practices immediately.
- Prioritize other, less serious hazards and implement corrective measures.
- Follow up with actions that will take time to complete.
- Communicate inspection findings to laboratory personnel.