



## Incident Investigation

**Prepared by:** Gordon Hood, Coordinator Health, Safety and Environment

**Approved by:** Jim Toye, City Manager

**Signature:**  **Procedure No:** 9.1

**Effective:** August 17, 2018 **Replaces:** August 11, 2018

When an employee advises their supervisor/manager of an incident the supervisor/manager will ensure that the employee completes the worker portion of the investigation report. Once that is received the manager will:

1. Ensure that all portions of the employee section are fully filled in completely, accurately and correctly, including worker recommendations to prevent a recurrence.
2. Determine if the incident is a reportable incident or an immediately reportable incident.
3. If it is determined to be an immediately reportable incident contact the Coordinator-Health, Safety and Environment or designate who will handle or coordinate the investigation.
4. If it is a reportable incident the supervisor will conduct an investigation into the incident to determine:
  - a. The cause of the incident.
  - b. The type, classification and body part injured, if applicable.
  - c. Whether or not there was a procedure in effect for that process.
  - d. Whether or not all required PPE was in use at the time.
  - e. Whether or not there was a failure of equipment.
  - f. Whether or not proper work methods were followed at the time.
  - g. Whether or not the employee was trained in that particular task.
  - h. Whether or not the employee was oriented to that particular task.
5. The manager will attach to the standard "Investigation Report" any photographs taken, other statements taken in relation to the incident or other information gathered in the course of the investigation.
6. The manager will then forward the report, including any recommendations and supporting documentation to the Coordinator-Health Safety and Environment.

When the **Coordinator-Health, Safety and Environment** becomes aware of an incident the coordinator will:

1. Determine if the incident is an immediately reportable incident or a reportable incident.
2. For reportable incidents, the coordinator will ensure that the supervisor receives any support required to complete the investigation and that the documentation is completed appropriately. The coordinator will also make any additional recommendations/inquiries appropriate to the circumstances. Once the coordinator is satisfied with the report/investigation the coordinator will forward copies to the department head for review.
3. For immediately reportable incidents the coordinator will notify the City Manager, any outside agency required, and the OHS CO Chairs when appropriate. The coordinator will then determine who is required to complete the investigation and provide any support required.
  - a. For Type A incidents (refer to definition in Incident Management Safety Administrative Policy), the OHS Co Chairs or designate are responsible to complete the investigation.
  - b. For all other incidents (Type B) in this category, the coordinator and area manager are responsible to complete the investigation.
4. Upon completion of the investigation the Coordinator will ensure the documentation is appropriate and forward copies to the investigation and supporting information to the department head and any required regulatory agency.

When the **OHS Co Chairs or designate** become aware of a Type A, immediately reportable incident they will conduct a thorough investigation of the incident and make recommendations to prevent a recurrence. The completed investigation report and supporting documentation are to be forwarded to the Coordinator-Health, Safety and Environment.

When the **OHS Committee** becomes aware of any incident they will review the investigation report along with any supporting documentation and make any recommendations/inquires that they feel are appropriate.

When the **Department Head** becomes aware of and receives the investigation report they will review it for accuracy and ensure that appropriate recommendations are implemented, including assigning the preventative strategy to an individual.