

AV1100 – EMPLOYEE INCIDENT REPORTING AND INVESTIGATION

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka’pamux, Secwépemc, St’át’imc, Syilx, and T̓silhqot’in Nations, where we live, learn, collaborate and work together.

Interior Health recognizes that diversity in the workplace shapes values, attitudes, expectations, perception of self and others and in turn impacts behaviors in the workplace. The dimensions of a diverse workplace includes the protected characteristics under the human rights code of: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, criminal or summary conviction unrelated to employment.

1.0 PURPOSE

- To secure the compliance of Workers, Leaders and Joint Occupational Health and Safety Committees (JOHSC)/Worker Health and Safety Representatives with the standards and guidelines identified in the [Workers Compensation Act \(WCA\) Part 2, Division 10 Sections 68 – 73](#), which requires timely and thorough reporting of Employee Incidents.
- To facilitate investigation of Incidents and the identification of contributing factors and root causes to aid the development of corrective actions and strategies to prevent Incident recurrence.

2.0 DEFINITIONS

TERM	DEFINITION
<i>Delegate</i>	<i>A person assigned by a Leader to complete certain tasks in relation to health and safety (e.g. participate in Incident investigations/reporting and corrective action implementation). This could be another Leader, In-charge, or trusted Worker with the necessary training and experience.</i>
<i>Employee</i>	<i>A person currently employed by IH in a full-time, part-time, and/or term-specific position.</i>
<i>Immediately Reportable Incident</i>	<i>Incidents which are life-threatening or could cause permanent injury and meet the following criteria:</i> <ul style="list-style-type: none"> • <i>A Worker is seriously injured or killed on the job.</i> • <i>There is a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation.</i> • <i>There is a major release of a hazardous substance.</i> • <i>There is a diving Incident as defined by OHS Regulation 24.34.</i>

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	<ul style="list-style-type: none"> There is a dangerous Incident involving a fire or explosion that had potential for causing serious injury to a Worker. There is a blasting Incident that results in personal injury or injuries.
In-charge	Registered nurse who is assigned In-charge duties (e.g. fulfilling a role as leader, decision-maker, communicator, collaborator)
Incident	Includes an accident or other unplanned/unwanted occurrence which resulted in, or had the potential for causing, a physical or psychological injury or disease arising out of and in the course of employment. ¹
Investigation	An analysis and account of an Incident based on information gathered by a thorough examination of all factors involved, with the primary purpose of preventing recurrence.
Joint Occupational Health and Safety Committee (JOHSC)	A Joint Occupational Health and Safety Committee (JOHSC) is an advisory group consisting of employer representatives and Worker Representatives working together to improve occupational health and safety in their workplace. WorkSafeBC requires a JOHSC in place in workplaces with 20 or more Workers. ²
Leader	Refers to an IH supervisor, manager, middle manager, In-charge, lead and anyone in a senior leadership role.
Medical Aid / Health Care Only (HCO) Incident	Incident which resulted in an injury requiring the Worker to seek advice from a physician prior to returning to work.
Non-IH Employee	People who perform work at IH sites but are not Employees of IH (e.g. agency nurses, contractors).
Report Only Incident (Near Miss)	Incident which has the potential for serious injury or loss of business continuity, but was avoided by action or good fortune.
Time Loss Incident	Incident which resulted in an injury requiring the Worker to miss time from work based on a physician's recommendation. Time loss is calculated as beginning on the first shift following an injury.
Worker Health and Safety Representative	Workplaces with more than 9 but fewer than 20 Employees are required to have a Worker Health and Safety Representative in place of a JOHSC. ²
Worker Representative	A Worker (non-management) on the Incident investigation team who has knowledge of the work that led to the Incident occurrence

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Workers	Refers to all IH Employees (contract and non-contract), medical practitioners, students, volunteers, and/or contractors.

3.0 POLICY

- This policy applies to all Workers at IH.
- IH is committed to providing a safe and healthy workplace for all Workers through evidence-based injury and occupational disease prevention strategies such as provision of appropriate resources, equipment and processes, as well as training, education and supervision.
- IH provides systems, education, training and resources which facilitate reporting and investigation of Incidents to ensure causes and contributing factors are uncovered and corrected, any work-related claims are processed, and statistical data is maintained for review by management and JOHSCs.

3.1 Roles and Responsibilities

3.1.1 Senior Administration (Senior Executive Team, Executive Directors, Directors)

- Review and follow up as necessary on all Incidents and the completion of corrective actions in their assigned portfolio
- Confirm Leaders are reviewing Incident reports, investigation activities and statistical trends to determine the necessary courses of action to minimize future Incidents.
- Mandate that all Leaders receive appropriate training regarding their Incident reporting and investigation responsibilities.
- Hold all levels of management accountable for their reporting and investigation responsibilities.
- Provide adequate resources to support Incident reporting and investigation.

3.1.2 Managers/Supervisors

- Promote and communicate all policies, procedures, and/or guidelines related to this policy to staff.
- Ensure information is readily available for all new and existing employees on how to report Incidents and the purpose of investigations.
- Notify WorkSafeBC (WSBC) of Immediately Reportable Incidents at **1-888-621-SAFE (7233)**.
- Fully complete and document Incident investigations using IH-approved Incident investigation tool in required timeframes:
 - Preliminary Incident investigation within 48 hours of occurrence; and

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- Complete Incident investigation within 30 days of occurrence.
- Include appropriate JOHSC members or Worker Health and Safety Representatives on the investigation team.
- Implement corrective actions without undue delay.
- Communicate changes to policy, procedures, guidelines, or practices to all affected Workers following the investigation.

3.1.3 Employees

- Complete the appropriate training related to Incident response and reporting as part of the New Employee Orientation.
- Seek occupational first aid for any workplace injury or illness as soon as possible.
- Report any injury/Incident as soon as able to:
 - Their manager/supervisor; and
 - The Provincial Workplace Health Contact Centre (PWHCC) at **1-866-922-9464**.
- Participate in the investigation to assist with the identification of hazards/risks, contributing factors, and corrective actions

3.1.4 Workplace Health & Safety (WHS) Department

- Develop training materials, tools, and processes to assist managers/supervisors, Employees, JOHSCs/Worker Health and Safety Representatives, and Non-IH Employees as applicable in performing their roles in Incident investigation.
- Review completed Incident investigations for quality.
- Support managers/supervisors in completing Incident investigations.
- Administer systems which facilitate the reporting and investigation of Incidents.
- Provide Incident investigation training and support to managers/supervisors or their Delegates as requested/needed.

3.1.5 Employee Relations Advisor

- Support Leaders or Delegates with the completion of Incident investigations related to [Policy AU1000 – Workplace Environment](#).

3.1.6 Joint Occupational Health and Safety Committees / Worker Health and Safety Representatives

- Review Incident data and investigation results monthly.
- Advise management of the effectiveness of corrective actions and propose additional corrective actions and/or solutions as necessary.
- Participate in investigations.

4.0 PROCEDURES

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4.1 For complete details of the procedures, refer to the [Manager’s Guide to Incident Reporting and Investigation](#) and the [Incident Response Flowchart](#).

**If Incident involves a Non-IH Employee, they are required to follow their own internal processes for Incident reporting and investigation and share findings with IH.*

A high level summary can be found in the table below.

Process	Responsible Person	Actions and Outcomes
<i>Injury/Incident occurs*</i>	<i>Employee</i>	<ul style="list-style-type: none"> • Seek first aid immediately if injured • Report Incident to manager/supervisor • Call Provincial Workplace Health Contact Center (PWHCC) at 1-866-922-9464 <p>❖ <i>These steps are required for all Incidents including ones that are Report Only (may also be referred to as a Near Miss).</i></p> <p><i>*If Incident involves a Non-IH Employee, they are required to follow their own internal processes for Incident reporting and investigation and share findings with IH as necessary.</i></p>
<i>Incident reported to manager / supervisor / in-charge</i>	<i>Manager / supervisor / in-charge</i>	<ul style="list-style-type: none"> • Ensure that the employee has received appropriate care (first aid, medical aid, etc.) • Direct employee to call Provincial Workplace Health Contact Center (PWHCC) at 1-866-922-9464 if not already completed • Implement immediate corrective actions and communicate the steps taken to all relevant parties <p>❖ <i>If Incident meets Immediately Reportable criteria, notify WSBC at 1-888-621-SAFE (7233) and do not disturb the scene after caring for the Worker.</i></p>

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Process	Responsible Person	Actions and Outcomes
Employee calls the PWHCC to report the illness/injury	Provincial Workplace Health Contact Center (PWHCC)	<ul style="list-style-type: none"> Verify details over the phone with employee Email/mail copy of Incident details to employee as per preference Notify Manager and their Delegates of the Incident that needs to be investigated, by email
Incident investigation is started in WebIIT within 48 hours of Incident	Manager / supervisor	<ul style="list-style-type: none"> Enter preliminary Incident investigation information into WebIIT within 48 hours of Incident occurring ❖ There is no need to wait for notification from the PWHCC Refer to Using WebIIT for Preliminary and Full Investigations for more information on entering Incidents
Investigation team organization including Employee, Worker Representative, and any witnesses	Manager / supervisor	<ul style="list-style-type: none"> Ensure the Worker Representative is a member of the JOHSC or the Worker Health and Safety Representative for the site if there is no JOHSC; if the site has no JOHSC or Worker Health and Safety Representative, an employee familiar with the work should act as the Worker Representative for the investigation. ❖ At this stage, collective agreement requirements must be met, as some require that the Worker Representative be of the same union as the affected employee. Request other investigation team members at the meeting if additional expertise is appropriate

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Process	Responsible Person	Actions and Outcomes
		(e.g. Workplace Health and Safety (WHS) Advisor , peer leader, infection prevention and control, maintenance, Code White team lead, etc.).
Meeting to complete investigation	Investigation Team	<ul style="list-style-type: none"> Gather relevant information, ask clarifying questions, visit the Incident scene, talk to witnesses, review documentation, etc. Build a sequence of events to help analyze the gathered data. Identify contributing factors/root causes. Identify corrective actions that will help prevent recurrence of similar Incidents using the hierarchy of controls. Complete and submit investigation using WebIIT. <p>❖ Use the Managers Guide if additional guidance is required for any of these steps.</p>
Implement changes and evaluate outcomes	Manager / supervisor	<ul style="list-style-type: none"> Ensure corrective actions are effective or make further changes to reduce risk. Complete corrective actions, review Incidents with Workers, and communicate corrective actions to all staff that may be impacted by the changes. <p>❖ Refer to the Corrective Actions Guide if additional guidance is required for any of these steps.</p>
Review of Incident details and recommendations	JOHSC	<ul style="list-style-type: none"> Review investigation details at monthly meetings and provide feedback to managers as required

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5.0 RELATED RESOURCES

- Policies:
 - [AV0100 – Occupational Health & Safety Program](#)
 - [AV3000 – Psychological Health & Safety in the Workplace](#)
 - [AU1000 – Workplace Environment](#)
- Resources
 - [Manager’s Guide to Incident Reporting and Investigation](#)
 - [Incident Response Flowchart](#)
 - [Corrective Actions Guide](#)
 - [Employee Safety Handbook](#)
 - [Occupational Health and Safety Manual](#)
 - [iLearn Modules:](#)
 - 739: Incident Investigations – Getting Started
 - 740: Incident Investigations: Assess the Situation
 - 741: Assemble the Investigation Team
 - 742: Develop the Investigation Plan
 - 743: Conduct the Investigation
 - 744: Incident Investigation: Analyze Information and Share Findings
 - 745: Complete and Follow-Up on Your Investigation
 - 748: Incident Investigation Quiz
 - 1315: Report and Communicate Post Incident
 - 2068: Quality Incident Investigations
 - 2069: Supervising for Safety

5.1 REFERENCES

1. WorkSafeBC, Workers Compensation Act Part 2, Division 10, [Sections 68 – 73 Employer Accident Reporting and Investigation](#)
2. WorkSafeBC, Workers Compensation Act Part 2, Division 4, [Section 21 - 30 General Duties of Employers, Workers and Others](#)

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