


INJURY/INCIDENT INVESTIGATION

Environmental and Occupational Health Support Services
Gilmour Hall, Room 304
Ext 24352

Safety is No Accident







"Well, OK. Go check with the athletic trainer. ... But you'd better not be faking it just to avoid practice."



AGENDA

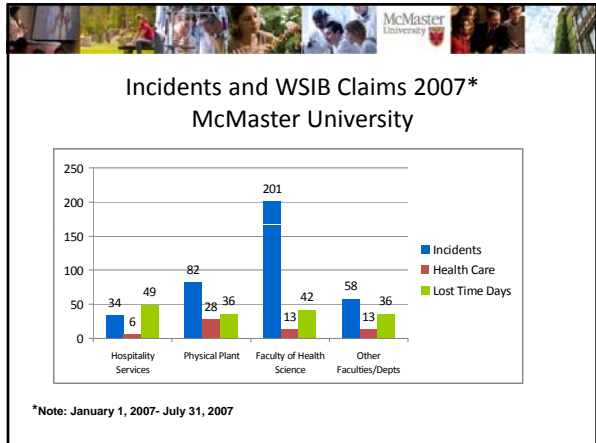
- McMaster University's Injury/Incident Stats
- Legislation: Occupational Health & Safety Act
- McMaster University's Risk Management Manual (RMM)
- Definitions
- Roles: Employees, JHSC, EOHSS/EWLSS, Supervisors
- Injury/Incident Investigation
- Identifying Corrective Measures
- Following Up on Corrective Measures
- Communication
- Return to Work Procedures




Annual Incident Summary

	2003 Calendar	2004 Calendar	2005 Calendar	2006 Calendar	2007 Calendar*
Incidents	336	409	405	589	373
Healthcare	99	110	121	106	56
Lost Time Lost Days	90 518 Days	88 691.25 Days	63 311 Days	59 889 Days	16 163 Days
Average Lost Days per LT Incident	6 Days/Incident	8 Days/Incident	4.9 Days/Incident	15.1 Days/Incident	10.2 Days/Incident

***Note: January 1, 2007 – July 31, 2007**





Types of Injuries

Type of Injury	2003	2004	2005	2006	2007*
Sprain/strain	141	144	133	149	71
Laceration & Cuts	38	60	58	96	64
Contusion/abrasion	48	56	129	103	27
Burn	15	21	13	43	5
Medical symptoms	15	18	16	46	7
Allergic reaction	6	7	8	7	2
Fracture	5	6	5	4	1
Puncture	5	3	2	10	8
Hazard/Other	63	94	41	131	188
Total Incidents	336	409	405	589	373
Total Lost Days	536 days	704.25 days	311 days	889 Days	163 days

***Note: January 1, 2007 – July 31, 2007**




WSIB Lost Time Claims Costs

The average Ontario WSIB claim results in 6 weeks off work at a direct cost of **\$ 19,560**. Direct costs include benefits paid to employees, health care costs, WSIB administration....

The hidden costs increase this amount to **\$ 98,000 per WSIB claim** (2006). Hidden costs include: time to investigate, follow up, Ministry of Labour involvement, loss of productivity, retraining new employee...


An employer needs to generate a profit margin of 5% (\$1,180,000) or 10% (**\$590,000**) to pay for this claim

Are accidents simply a cost of doing business?



Why Investigate ?

- To determine causes of an injury/illness
- To identify and make corrections
- To avoid additional injuries/illnesses
- To develop training/awareness material
- Internal Responsibility System
- Due diligence
- For every serious injury, there are nearly 600 near misses.....




Duties Of A Supervisor: (Section 27)

(1) A supervisor shall ensure that a worker,

(a) works in the manner and with the protective devices, measures and procedures required by this Act and the regulations; and


(b) uses or wears the equipment, protective devices or clothing that the worker's employer requires to be used or worn



Duties Of A Supervisor: (Section 27), continued...

(2) Without limiting the duty imposed by subsection (1), a supervisor shall,


- (a) advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware;
- (b) where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for protection of the worker; and,
- (c) take every precaution reasonable in the circumstances for the protection of the worker



Duties Of A Worker (Section 28)

(1) A worker shall,


- (a) work in compliance with the provisions of this Act and regulations
- (b) use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn
- (c) report to his/her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
- (d) report to his/her employer or supervisor any contravention of this ACT or the regulations or the existence of any hazard of which he or she knows



Duties Of A Worker (Section 28), continued...

(2) No worker shall,

- (a) remove or make ineffective any protective device required by the regulations or by his or her employer, without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately
- (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or any other worker;
- (c) engage in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct



Due Diligence - Court Of Law

'Section 27: taking every precaution reasonable in the circumstances for the protection of the worker's health and safety'

- ♦ Maximum fine for corporation=\$500,000
- ♦ Surcharge at 25% on fines > \$1000
- ♦ Individuals (supervisors) eligible to fines and imprisonment




Risk Management Manual

- Programs and Procedures
 - web site: – www.workingatmcmaster.ca
link on to Health & Safety or
www.workingatmcmaster.ca/eohss

Reporting and Investigating Injury/Incident/Occupational Disease Program, Return to Work Program, Persons Working Alone Program, Lab Safety Program, Machine Shop Program, Ergonomic Program, Hazardous Waste Management Program, Bio Safety Program, Laser Safety Program, Field Trips & Electives Planning and Approval Program, Fire Safety Program, etc.

- Approved by Senior Management



Definitions:

An Incident:

- An unforeseen or unplanned occurrence or a sequence of events, which could have resulted in unintended injury, death and/or property damage

An Injury:

- Physical harm or damage to a person resulting in a marring of appearance, personal discomfort, and/or bodily hurt or impairment. May be acute (e.g. a cut) or occur gradually (e.g. carpal tunnel)

An Occupational Disease:

- An illness that has its etiology in the work environment. May be caused by acute or chronic exposure to a physical, chemical, or biological agent in the workplace. Illness may appear months or years after the exposure



Definitions, continued....

- **First Aid:** an injury of such minor nature that treatment can be carried out by application of a band aid, cold compress or any other content of a first aid kit
- **Health Care (or medical aid):** an injury which requires treatment or service rendered by a health care professional but does not result in lost time from work other than the day of injury
- **Lost Time:** refers to an injury which results in time lost from work beyond the day of injury



Roles and Responsibilities

Role of Senior Managers:

- Review and sign the injury/incident form
- Ensure recommendations for corrective action have been implemented

Role of Faculty/Staff and Students:


- Immediately report injuries/incidents
- Assist with injury/incident form completion
- Assist in investigation and implementation of corrective measures
- Adhere to the legal requirements of the WSIB and Return to Work Program if lost time results from work related injury



Roles, continued...


JHSC/Certified Member

- Review all incident/injury reports
- Recommend preventative, corrective action to management
- Follow up on implementation of recommendations
- Certified member assists in the investigation of a critical injury



Role of Supervisors


- Ensure first aid is provided
- Eliminate risk of harm to others
- Ensure transportation for health care or home
- In the event of a critical injury, contacting Security (88) immediately and EOHSS (24352)
- Investigate the cause of the injury/incident
- Report injury/incident/disease to EOHSS/FHSc using McMaster University's Incident/Injury Form
- Fax to EOHSS/EWLSS at 905 540-9085



Role of Supervisors, continued...

Investigation includes:

1. **Scene Assessment**
2. **Interviewing**
3. **Identifying Contributing Factors**
4. **Making Recommendations for Corrective Action**
5. **Ensuring Recommendations are Completed**



Supervisors Roles, continued

Scene Assessment:

- Who, what, when, where, why and how
- Inspection of the site, material, equipment, persons and process involved in the incident/injury
- Measurements, weights, reaches, housekeeping, (sketches, photos)



Supervisors Roles, continued

Interviewing:

- Person involved and eye witnesses
- Documented on Interview Witness Report
- Document must be signed and dated



Interview Techniques

- Put the witness at ease
- Discuss the purpose of the interview
- Interview individually & in private
- Actively Listening
- Ask open ended questions
- Make notes; sign and date
- Close on a positive note (thanks)



Witness Interview Report

Date of Report:
 Date of Interview:
 Name of Interviewer:
 Name of Person Interviewed:
 Description of What Was Observed:

Witness Signature


Print Name

Investigator Signature


Printed Name

Health & Safety Representative:

Printed Name



Review McMaster Injury/Incident Report




Supervisors Role, continued....

Identifying Contributing Factors:

Did other People, Equipment, Materials, Environment or Process contribute to the incident/injury?

- 1. Unsafe Conditions
- 2. Unsafe Acts



Identifying Causes.....

Unsafe Conditions can relate to:


- Ergonomic (work pace, deadlines, repetitiveness, frequency and duration of specific tasks)
- Housekeeping (cleanliness, spills clean ups)
- Damaged equipment (missing guards, faulty ladders)
- Improper tools (tool selection; availability)
- Improper personal protective equipment (availability, sizes available)
- Inadequate ventilation, lighting; weather, visibility
- Absence of adequate labeling (supplier label, MSDS)
- Absence or lack of training



Identifying Causes....


Unsafe Acts relate to the individual person or persons


- Fitness Level; Strength, Endurance
- Medical Conditions
- Demonstration of training
- Responsibility/Ownership
- Learned or Patterns of behaviour
- Risk Taking behaviour



Identifying Corrective Measures

...is not “employee needs to be more careful...”






Identifying Corrective Measures


...is asking what actions are being taken to prevent a recurrence or similar situation from happening again?

- Ergonomic assessment
- Improving housekeeping issues
- Equipment repair or replacement
- Installation of new equipment/guard
- Provision and/or replacement of PPE
- Training



Following Up on Corrective Measures

- Supervisors must complete the Supervisor's Follow Up Form (RMM 1000: Appendix 2)
- Identified what action(s) to be taken
- Who is responsible for implementing the action
- The Completion Date
- The Follow Up Date
- Completed form faxed to EOHS at 905 540-9085



Supervisor's Follow Up Form

Appendix 2: Supervisor's Follow Up Form


Injury/Incident Report for: _____
(Name)

Date of Injury: _____

Corrective Measures Identified:	Party Responsible:	Completed Date:	Follow Up
1.	Name	August 1, 2007	August 1, 2007
2.			
3.			

Supervisor's Signature: _____

Date: _____



Critical Injury Defined

- 'An injury of a serious nature which'
- Places life in jeopardy
- Produces unconsciousness
- Substantial loss of blood
- Fracture of leg or arm (not a finger or toe)
- Amputation of leg, arm, hand or foot (not finger or toe)
- Burns to a major portion of the body
- Loss of sight in one eye



Reporting Requirements for Critical Injuries

- Do not disturb the scene until investigation completed
- Notify EOHSS immediately at 24352
- EOHSS will immediately notify the Ministry of Labour
- EOHSS will issue a written report to the MOL within 48 hours



Return to Work Program

- Focus on early and safe return to work
- Notification to WSIB (3 days)
- Functional Abilities Form (FAF)
- RMM # ; Accommodation Policy
- EWLSS: 2 RTW Specialists
- Occupational Health Nurse, Physician
- Collaborative effort



Communication

A communication system for workers and management through:

- Postings of incident/injury summaries
- Safety meeting agendas
- Staff meeting agendas
- Newsletters
- Posters



In Summary

- Prevention is Key
- Thorough accident investigations are critical to achieving compliance, and proving 'due diligence'
- Effective corrective actions, with appropriate follow up will ensure there is no recurrence
