

Injury, Illness and Incident Reporting

Office of Risk Management

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Version Number	Reviewed by	Date	Change Summary	Status
V8.1	Graham Nelson	June 16, 2021	Align to WSIB Safety Excellence Framework	Final.

PURPOSE

This document sets out steps for reporting actual or potential hazards in the workplace, including workplace accidents, incidents, occupational illnesses or near misses. It provides information on:

- Reporting requirements for accidents, incidents, occupational illnesses, near misses or concerns
- When to report an injury, illness or incident
- Notification (internal and external) requirements
- Investigation process for accidents, incidents, occupational illnesses, near misses or concerns
- Determining control measures

SCOPE

This hazard reporting procedure is applicable to the entire University of Ottawa community, in particular, workers and supervisors.

RESPONSIBILITY AND ACCOUNTABILITY

[Procedure 14-1 — Internal Responsibility Procedure for Health and Safety Issues](#) defines uOttawa community members' roles and responsibilities for health and safety matters and explains the University health and safety accountability structure. Refer to it for specific information on workplace parties' individual health and safety roles and responsibilities.

Reporting hazards

If you identify a hazard, you must report it clearly and quickly to the appropriate University authority (e.g., supervisor, Protection Services, Facilities or other designated uOttawa authority).

Report a fatality, critical injury or high-risk hazard to Protection Services at ext. 5411 immediately.

Controlling reported hazards

Responsibility for properly controlling and containing reported workplace hazards in a timely fashion belongs to the appropriate University authority (e.g., supervisor, facility manager). The authority must also inform the hazard reporter of action taken and results obtained.

WHEN TO REPORT

The University proactively identifies, assesses and controls hazards. However, we also rely on all members of the community to report:

- Fatalities, critical injuries or injuries (physical or psychological) sustained in the workplace, including on campus grounds or while working in a remote location (e.g., teleworking or field research) as part of your employment
- Diagnosed illnesses that may be related to your work (even if diagnosed after you leave the university or retire)
- Actual or potential hazards that may cause harm to you or another person
- Spills or environmental releases of chemical, biological, radiological, unknown or other hazardous substances
- Damage to University infrastructure or equipment
- Fires or explosions
- Incidents of workplace violence, bullying, harassment or sexual violence

You must report the incident to the University as soon as possible, to correct the condition(s) leading to the incident and prevent or minimize any impact, as well as to ensure that legislative reporting requirements have been fulfilled. For example:

- An injury resulting in medical care or lost time must be reported to the Workplace Safety and Insurance Board within 72 hours.
- A critical injury must be reported immediately to the Ministry of Labour, Training and Skills Development.
- A spill into the city sewer system must be reported immediately to municipal authorities and to the Ministry of the Environment, Conservation and Parks.

The Office of Risk Management (ORM) is responsible for reporting to regulatory authorities. Delays in reporting can incur administrative penalties, such as fines.

REPORTING PROCEDURE

Note: You can consult the health, safety and risk manager, the Office of Risk Management or the Health and Wellness section at any stage of this procedure.

If you're a worker

1. Get first aid or medical care appropriate in the circumstances.
 - [Find a designated campus first aider.](#)
 - [Contact Protection Services](#) (available 24/7 every day).
 - Go to the walk-in clinic at 100 Marie Curie during [clinic hours of operation](#).
2. Report hazards to your supervisor. **However, if there's an immediate threat to life, safety, property or the environment, call Protection Services (ext. 5411) or 911.**

For physical hazards you detect in public areas of the University (such as exterior grounds or hallways), contact your [building management agent](#) or call Facilities at ext. 2222 (unless your supervisor has instructed you otherwise).

- For hazards requiring immediate attention, provide an immediate oral report, followed by a written report via email.
 - i. For written reports, email your supervisor or complete an [Accident, Incident, Occupational Illness or Near Miss report form](#).
- For non-urgent hazards, you may provide an oral or written report to your supervisor.
 - i. For written reports, email your supervisor or complete an [Accident, Incident, Occupational Illness or Near Miss report form](#).
- For personal threats or workplace violence, call Protection Services at ext. 5411. Consult and follow [Policy 66 — Violence Prevention](#).
- For harassment or discrimination, consult and follow [Policy 67a — Prevention of Harassment and Discrimination](#).
- If the situation is resolved without your supervisor's involvement, be sure to inform them about the hazard and the action taken, especially if the area involved is under their direct responsibility.

Please note that reports to Protection Services don't replace the above incident reports. Protection Services create reports for its records but doesn't complete workplace incident reports. Those involved in an incident (e.g., worker and/or supervisor) must quickly complete and submit the Accident, Incident, Occupational Illness or Near Miss report form.

3. Supervisors must ensure that workers are informed about how the hazard is being, or has been, resolved.
 - If you aren't satisfied with the supervisor's follow-up or corrective action, raise the matter again or ask your [Functional Occupational Health and Safety Committee](#) (FOHSC) or union (where applicable) for help. If you choose to contact the FOHSC:
 - i. Document your concerns via email to your representative or via an [Accident, Incident, Occupational Illness or Near Miss report form](#).
 - ii. The FOHSC might investigate and recommend corrective action to the supervisor and/or the University.
4. You can [contact the Ministry of Labour, Training and Skills Development](#) at any time.

Note: This procedure doesn't prevent you, the worker, from exercising [your right to refuse unsafe work](#), as defined under the Occupational Health and Safety Act. Under the act, you can't be subject to reprisals for exercising this right.

For a graphic of the reporting steps, see our [Health and Safety Hazard-Reporting Flow Chart](#).

If you're a supervisor

1. Ensure that injured people receive care appropriate in the circumstances.
 - [Find a designated campus first aider](#).
 - [Contact Protection Services](#) (available 24/7 every day).
 - Go to the walk-in clinic at 100 Marie Curie during [clinic hours of operation](#).

For fatalities or critical injuries:

Call Protection Services (ext. 5411) or 911 immediately.

- Protection Services will contact the Office of Risk Management.
- Office of Risk Management will notify the Ministry of Labour, Training and Skills Development without delay.
- The Health and Wellness section will notify the Workplace Safety and Insurance Board within 24 hours.

Don't disturb the accident scene until a Ministry of Labour, Training and Skills Development inspector tells the University of Ottawa to do so, **except to:**

- Save a life or relieve human suffering
 - Maintain an essential public utility or transportation system
 - Prevent unnecessary damage to equipment or other property
2. Report all accidents, incidents, occupational illnesses or near misses using the [Accident, Incident, Occupational Illness or Near Miss report form](#).
 3. Properly investigate all accidents, incidents, concerns, threats, building-related hazards, physical hazards or failure to follow laws, policies or accepted practices reported to you orally or in writing. For assistance in fulfilling your supervisory responsibility, see our:
 - [Health and Safety Flow Chart for Supervisors](#)
 - [Supervisor Accident / Incident Investigation guide](#)

For personal threats or workplace violence, consult and follow [Policy 66 – Violence Prevention](#).

In the event of harassment, consult and follow [Policy 67a — Prevention of Harassment and Discrimination](#).

In the event of a work refusal, see the [work-refusal process](#).

The investigation and follow-up are crucial in helping determine the root cause of the matter and the corrective actions to put in place to avoid further injury, damage or similar incidents. This can include communication and joint efforts with other units, such as Facilities, faculty facility managers or building management agents, the Health and Wellness section and/or the Office of Risk Management.

4. Act on the recommendations as soon as possible. As a supervisor, you can:
 - Resolve the concern
 - Set a timetable for resolving the concern
 - Confirm that steps have been taken to resolve the concern (e.g., Facilities has been notified and action is being taken)
 - Schedule time to discuss the concern with workers in more detail and obtain further clarification
 - Take other measures
5. Set and follow a schedule for resolving the concern. Assess the hazard risk level to decide exactly how tight or flexible your schedule should be. For instance, high-level risks call for immediate resolution or mitigation means to reduce the risk to an acceptable level.

Finally, consider that:

- You must submit a progress report or schedule for resolving the concern within 21 calendar days, if the concern can't be resolved before then.
- If you submit a schedule but have to deviate from it, you must brief workers and those affected accordingly.
- If you don't have a timetable, you must provide a progress report at least monthly.

For a graphic of these steps to help you ensure proper follow-up, see the [Health and Safety Hazard-Reporting Flow Chart for Supervisors](#).

TYPES OF HAZARDS

Hazards can be divided into five types:

Physical: Conditions in which objects, materials or structures can cause material or bodily damage. Examples include flammability, explosiveness, noise, electric shock, heat and cold extremes, radiation, slippery surfaces or low ceilings.

Chemical: Conditions that can lead to contamination by harmful or potentially harmful substances. Examples include toxic gases, noxious fumes, or corrosive liquids or powders.

Biomechanical: Conditions that give workers biomechanical stress (body and movement). Examples include workbench height, chair design or workstation set-up.

Psychosocial: Conditions that can affect the thoughts, behaviour and mental well-being of workers. Examples include stress from using equipment without proper training or instruction or from being coerced into using defective tools or materials, or burn-out or depression from constant exposure to high-tension situations.

Biological: Conditions where living organisms can pose a threat to human health. Examples include syringes carrying potentially infected blood, specimen containers with potentially infected materials or viruses from air-conditioning systems.

Hazard controls

Hazards can be controlled at one of three points

- At their source
- Along the path between them and the worker
- At the worker

The first priority is to eliminate the hazard from the work process entirely, or to control it at its source. Controlling the hazard before it reaches the worker is the next best method. Control at the worker is used when the hazard can't be eliminated or otherwise blocked.

There are four main types of control.

Engineering control

Equipment, materials, designs or processes that reduce the risk **at the source**. They control worker exposure to the hazard without relying on the worker to take self-protective action. Examples include changing the handle angle of a tool, using a lighter weight part or installing a fume hood or guard.

Administrative control

How work in general or specific operations are organized. This includes arrangements like job rotation and relief procedures to allow workers time away from certain work or hazards. These arrangements limit exposure to designated substances and other hazardous agents when other controls are not effective.

Practices and procedures

Workplace processes and activities that have proven to be the safest and most effective, including good hygiene.

Personal protective equipment (PPE)

Clothing and personal items or accessories that either provide additional protection or provide primary protection when engineering controls are being fixed or installed and when other controls are not feasible. PPE must be fitted for each worker, and workers must be trained in its use, limitations, storage and maintenance. For further information, see the Office of Risk Management [Personal Protective Equipment Guidelines](#).

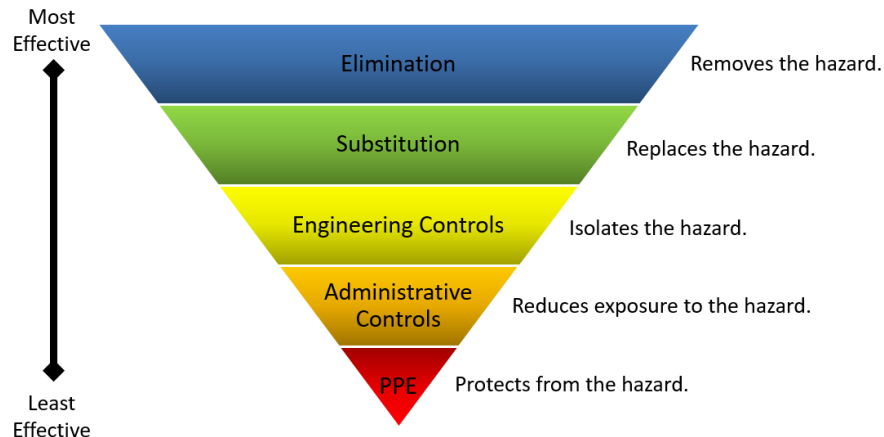


Figure 1 - Example of hazard control

AFTER REPORTING AN INJURY, ILLNESS OR HAZARD

Reports submitted through the Accident, Incident, Occupational Illness or Near Miss report form are reviewed by the Office of Risk Management and the Health and Wellness section.

Health and Wellness

- Manages reporting of injuries, illnesses, medical care and lost time to the Workplace Safety and Insurance Board (WSIB).
- Assists with a safe and early return to work.
- Maintains University records associated with the leave, medical surveillance and related medical information.

Office of Risk Management

- Manages reporting to regulatory authorities on behalf of the University to the following bodies:
 - Ministry of Labour, Training and Skills Development
 - Fatalities, critical injuries, occupational illnesses, work refusals and work stoppages. Reporting timelines may vary. However, there's an immediate reporting requirement for most incidents.
 - Public Health Agency of Canada and/or Canadian Food Inspection Agency
 - Reporting of incidents involving biological agents.
 - Canadian Nuclear Safety Commission
 - Reporting of incidents involving radiological agents.
 - Ministry of the Environment, Conservation and Parks
 - Reporting of spills or emissions.
- Provides weekly (or where relevant, immediate) summary reports to the Joint Health and Safety Committee.
- Maintains University records associated with the incident investigation.

Protection Services

- Escalates reports of serious natures (e.g., fatality, critical injury or urgent hazard) to the Office of Risk Management.

Accident or incident investigation

Management intervention can prevent most accidents and incidents. However, when they do occur, accidents and incidents provide critical opportunities to learn from mistakes. That's why thorough investigations that establish both what happened and why are important. Investigations are the key to identifying and controlling hazards and preventing the recurrence of accidents or incidents.

Redacted reports are sent to faculty health and safety resources (where applicable) to coordinate and/or conduct the investigation in conjunction with the supervisor. Where there's no local faculty resource, the supervisor, facility manager and/or chief administrative officer coordinates or conducts the investigation. If required, the Office of Risk Management provides support.

Investigation results are shared with the Office of Risk Management as part of University record keeping for work-related injuries, illnesses and hazards. The Office of Risk Management has developed a [Supervisor Accident/Incident Investigation guide](#) to help University members meet their roles and responsibilities.

Joint Health and Safety Committees

Based on the weekly summary reports to the Joint Health and Safety Committees, a committee may conduct further investigation, according to the [committee workplace investigation guidelines](#).

RESOURCES

If you require additional information, [contact your faculty health, safety and risk manager](#) or the Office of Risk Management.

APPENDIX 1 — DEFINITIONS

Accident — An unexpected event causing injury, illness or death (see also critical injury) or involving a person's exposure to harmful substances.

Building management agent (BMA) — A person to whom Functional Occupational Health and Safety Committees (FOHSCs), the University Joint Occupational Health and Safety Committee (UJOHSC) and building occupants report problems or health and safety matters concerning that building. BMAs are designated by management for each building in which the University operates.

Building-related issues — Situations that involve building maintenance, structure or operation (light replacement, asbestos removal, mould growth, air quality concern, comfort level, etc.).

Critical injury — An injury of a serious nature that does one of the following:

- places life in jeopardy
- produces unconsciousness
- results in substantial loss of blood
- involves a fracture of a leg or arm, but not a finger or toe
- involves the amputation of a leg, an arm, a hand or a foot, but not a finger or toe
- consists of burns to a major part of the body
- causes the loss of sight in an eye

Hazard — A substance or situation that can cause injury or illness, damage to property, damage to the workplace environment, or any combination of these.

Health and Wellness — The [Health and Wellness](#) section of Human Resources.

High-risk hazard — A substance or situation whose potential for causing injury or illness, damage to property and damage to the workplace environment is especially acute.

Injury or illness — An adverse effect on the physical, mental or cognitive condition of a person.

Incident — An undesired event resulting in damage to property or the environment, for example, a fire or spill, or breakage of material.

Near miss — A situation that could have led to an injury, to illness or to property damage.

Occupational illness — A condition that results from exposure in a workplace to a physical, chemical or biological agent to the extent that normal physiological mechanisms are affected and the health of the worker is impaired. It includes an occupational disease for which a worker is entitled to benefits under the [Workplace Safety and Insurance Act, 1997](#).

Office of Risk Management (ORM) — The University [Office of Risk Management](#)

Physical hazard and/or non-conformance — Any deviations from work standards, practices, procedures or regulations, or from management system requirements, that can directly or indirectly lead to injury or illness, property damage, environmental damage or a combination of these (includes near misses — see above).

Risk — A situation that results in possible harm to people, damage to property or other loss, or the potential for such a situation occurring.

Risk level — An assessment, usually subjective, which estimates the magnitude of the risk based on the probability of the event occurring and the estimated severity of the impact.

Student — A person enrolled in a course or program of study at the University and who is not receiving remuneration for services.

Supervisor — A person who has charge of a workplace or authority over a worker or another person. Depending on the workplace relationship, a supervisor may include, for example, the president, vice-presidents, directors, deans, managers or principal investigators.

The determination as to whether a person is a supervisor does not depend on that person's job title. It depends on whether the person is responsible for a location (for example, an office or laboratory) where the work is performed on a paid or unpaid basis or whether the person gives direction to complete the work performed by workers, students, visitors, volunteers or learners.

FOHSC — Functional Occupational Health and Safety Committee

Worker — Any of the following (but not including an inmate of a correctional institution or like institution or facility who participates inside the institution or facility in a work project or rehabilitation program):

- A person who performs work or supplies services for monetary compensation.
- A secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
- A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university or other postsecondary institution.
- Such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.