

1. Purpose

To outline the responsibilities and actions necessary to recognize and report hazardous incidents, take actions at the scene of hazardous incidents, and investigate the causes of hazardous incidents. Understanding and following this procedure will ensure that the required notifications are made, thorough investigations are conducted, and root causes of hazardous incidents are identified, to prevent their reoccurrence.

2. Scope

This procedure applies to all Township Employees involved in a hazardous incident, Township Supervisors, Managers, and Chief Administrative Officer (CAO) who are responsible for the safety of employees and other persons affected by a hazardous incident.

This procedure does not include incidents involving workplace harassment, sexual harassment, or violence. These are covered by other Township procedures.

This procedure does not apply to the care and treatment of injured or ill persons, injury reporting under the Workplace Safety and Insurance Act, remediation of damaged equipment or facilities, or responsibilities enacted during an emergency declaration. These are covered by other Township policies and programs for first aid training, human resources, and emergency action plans.

3. Definitions

The following terms are defined as follows in this procedure:

- 3.1. **CAO** means Township Chief Administrative Officer
- 3.2. **Critical Injury** means an injury of a serious nature that places life in jeopardy, produces unconsciousness, results in substantial loss of blood, involves the fracture of a leg or arm but not a finger or toe, involves the amputation of a leg, arm, hand or foot but not a finger or toe, consists of burns to a major portion of the body, or causes the loss of sight in an eye.
- 3.3. **Hazardous incident** is an occurrence, condition, or situation arising in the course of work that resulted in, or could have resulted in injuries, illnesses, fatalities, or damage to equipment or properties.
- 3.4. **JHSC** means the Joint Health and Safety Committee
- 3.5. **MLTSD** means the Ontario Ministry of Labour, Training, and Skills Development.
- 3.6. **OHSA** means the Occupational Health and Safety Act
- 3.7. **Township** means the Corporation of the Township of Edwardsburgh Cardinal.
- 3.8. **Township Employees** includes individuals who are employed by or who represent the Township in any capacity, including but not limited to directors, managers, supervisors, and all full-time, part-time, and temporary workers and staff.
- 3.9. **Township Management** includes individuals who are employed by or who represent the Township in capacities of owner, employer, constructor, or supervisor, all as defined in OHSA.

4. Responsibilities

- 4.1. **Township Employees** are responsible to support this procedure with the following actions:
 - 4.1.1. Participate in training or review this procedure to be aware of all requirements.
 - 4.1.2. Promptly report all hazardous incidents.
 - 4.1.3. Cooperate in good faith with hazardous incident investigations.
- 4.2. **Township Management** are responsible to implement this procedure with the following actions:
 - 4.2.1. Provide information and instruction to Township Employees on the responsibilities and procedures in this procedure that are relevant to their functions.
 - 4.2.2. Receive notices regarding hazardous incidents and determine the scope and any special requirements that may apply.
 - 4.2.3. Provide regulatory notifications for hazardous incidents resulting in critical injuries, or for any reported occupational illness.
 - 4.2.4. Create an investigation team appropriate to the complexity and circumstances of the hazardous incident and provide support to the team during the investigation.
 - 4.2.5. Review hazardous incident investigation reports and determine implementation plans.
 - 4.2.6. Administer discipline to Township Employees as required based on the results of the investigation report, and other relevant information.
 - 4.2.7. Communicate the results of hazardous incident investigations and implementation plans, and provide additional regulatory notifications as required.
- 4.3. The **Incident Investigation Team** is responsible to investigate hazardous incidents as follows:
 - 4.3.1. Secure the scene of hazardous incidents and gather relevant information on the circumstances surrounding hazardous incidents.
 - 4.3.2. Conduct an investigation appropriate to the complexity and circumstances of the hazardous incident
 - 4.3.3. Issue a report of findings and recommendations regarding the hazardous incident.

5. Procedure

- 5.1. **Township Employees** who are involved in or who are witness to a hazardous incident must promptly report it as follows:
 - 5.1.1. Provide a verbal report of a hazardous incident to an available Township Management person as soon as it is safe to do so. This would normally occur immediately following any calls for emergency assistance, movement to a safe position or area, or deployment of immediate medical treatment, all as required by the circumstances of the hazardous incident.
 - 5.1.2. The Township Employee must contact their immediate supervisor by telephone. If the immediate supervisor is not available to answer the call, they must make additional calls to Township Management until the verbal report has been successfully provided.
 - 5.1.3. Provide details of the hazardous incident that are known at the time of the verbal report, including time of the incident, nature of the of the incident, persons involved, injuries, fatalities, emergency services contacted, and assistance required.
 - 5.1.4. Follow additional instructions as may be specified by the Township Management following the verbal report.
 - 5.1.5. Written statements are required by all persons involved and those who witnessed the hazardous incident. Statements must be factual, thorough, and provided in good faith to the Incident Investigation Team as soon as possible.
- 5.2. The **Township Management** person who receives a verbal report of a hazardous incident must take the following actions:
 - 5.2.1. Document the information provided by the Township Employee.
 - 5.2.2. Determine if the hazardous incident has resulted in a critical injury or fatality to a person. If so, the following actions are required:
 - 5.2.2.1. Provide instructions to ensure that the scene of the incident is secure. OSHA requires that no person may interfere with, disturb, destroy, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission so to do has been given by the MLTSD inspector, except for the purpose of saving life or relieving human suffering, maintaining an essential public utility service, or preventing unnecessary damage to equipment or other property.
 - 5.2.2.2. Notify the MLTSD by telephone at 1-877-202-0081.
 - 5.2.2.3. Notify the JHSC by telephone. A worker member of the JHSC is required to attend the scene of the incident, and to issue a report of findings to the MLTSD and to the JHSC. This may normally occur in conjunction with the Township investigation.
 - 5.2.2.4. Notify the appropriate Township emergency response personnel following emergency action plan requirements.

- 5.2.3. Select an Incident Investigation Team that is appropriate to the complexity and circumstances of the hazardous incident.
 - 5.2.3.1. Typically, teams are led by a Township Supervisor or Manager who is knowledgeable about the operations involved in the hazardous incident, with support from JHSC members representing workers and management.
 - 5.2.3.2. For very simple incidents that do not have potential for significant injury or loss, a team may be comprised of a Township Supervisor and a JHSC worker member.
 - 5.2.3.3. More complex incidents that involve or have the potential to involve multiple parties or injuries, serious or critical injuries, or significant losses require a larger team. This may include additional members for collecting statements and gathering information from the incident scene, JHSC worker members, and personnel with expertise in processes or equipment involved with the incident or scene of the incident.
- 5.3. **Incident Investigation Team** members are responsible to investigate hazardous incidents following the approach outlined below:
 - 5.3.1. Secure the scene of the hazardous incident:
 - 5.3.1.1. Shut down non-essential activities that may interfere with the data collection process.
 - 5.3.1.2. Segregate all parties involved in the incident and witnesses before their interviews are conducted.
 - 5.3.1.3. Provide persons with a note pad and ask them to write an account of their observations regarding the incident and circumstances just before the incident occurred. This must be done as soon as possible after an incident.
 - 5.3.2. Interview all parties and witnesses involved in a hazardous incident, using the following principles:
 - 5.3.2.1. Interview persons individually, and as soon as possible while information is fresh in their minds.
 - 5.3.2.2. Put the person at ease by explaining the purpose of the investigation (e.g., determine the causes of the incident to help prevent it from reoccurring). Explain that you will be taking notes during the interview to ensure that details are captured.
 - 5.3.2.3. When asking questions, do not lead a person to a particular conclusion by asking multiple-choice questions. Instead, use open-ended questions, for which replies cannot be yes or no.
 - 5.3.2.4. Do not cut off a person verbally. Return to details after they have finished speaking.
 - 5.3.2.5. Never allow a person to physically re-enact the accident. This could lead to another injury. Ask for descriptions in words only.

- 5.3.2.6. Ask persons to describe the work or tasks as they occurred before the incident, and to describe any unusual circumstances that may have occurred, or practices that may have been different than specified in procedure or training. Avoid using judgemental words such as mistakes or errors.
- 5.3.3. Following completion of interviews, the **Lead Investigator** must consult with the **Township CAO** to determine if any of the parties involved in the hazardous incident should be asked to leave the workplace for a period to reflect on their role in the incident, or to recuperate following the incident.
- 5.3.4. Gather evidence from the incident scene:
 - 5.3.4.1. Observe and note site conditions, including weather (e.g., temperature, wind direction, humidity, fog) presence of substances (e.g., hazardous substances, odours, standing water, ice, oil, loose gravel), nearby activities (e.g., traffic, construction, noise), overhead features (e.g., crane, structures, power lines), lighting (e.g., inside lighting, outside brightness or lighting), housekeeping (e.g., storage or locations of supplies, tools, debris), condition of equipment involved in the incident (e.g. tools, machine guarding, ladders, structures, vehicles), and damage caused by the incident (e.g., deformed contact areas, paint marks), presence of safeguarding measures or protective equipment (e.g. energy isolation locks, fall protection harnesses, anchor points).
 - 5.3.4.2. Photograph all areas of the scene from different perspectives and overhead if possible. Photograph details of observations noted in the previous section.
- 5.3.5. Collect information that relates to actions of persons involved in the hazardous incident, including the following:
 - 5.3.5.1. Logs of personnel locations or movement, and related activities.
 - 5.3.5.2. Video logs of activities.
 - 5.3.5.3. Procedures covering related activities.
 - 5.3.5.4. Personnel training records for related activities
 - 5.3.5.5. If required, obtain additional information from subject matter experts or persons with advanced knowledge of the process, equipment, or systems involved (e.g., structural engineer, electrician, equipment operator, chemist, fire prevention specialist, road safety engineer).
- 5.3.6. Combine information collected and identify incident causation factors, including the following considerations:
 - 5.3.6.1. Physical and environmental factors (e.g., extreme weather, poor traction or grip of surfaces, unsecured objects, restricted space, presence of contaminants, insufficient ventilation, poor

- or excessive illumination, exposed energy source, high noise levels).
- 5.3.6.2. Job factors (e.g., repetitive motions, awkward working position, excessive bending, lifting, or reaching, competing job demands, excessive job demands, intrinsic job hazards, incomplete equipment safeguarding, poor condition of tools, improper tools provided, inappropriate protective equipment, unsuitability of procedure, inadequate storage space, equipment failure, inadequate level of hazard awareness, inadequate maintenance, inadequate training or qualifications, low level of skill achieved).
 - 5.3.6.3. Behavioural factors (e.g., eyes not on task, rushing, poor balance, traction or grip, improper tools selected, use of defective equipment, improper use or condition of protective equipment, inadequate fitness for function, hazardous clothing, fatigue, altering equipment, lack of housekeeping, hazardous technique, hazardous body position, procedure not followed, inappropriate conduct, unsupported loading, rigging, or stacking).
 - 5.3.7. Analyze the gathered data and the contributing factors to identify root causes that answer the question of how and why the hazardous incident occurred. Several models are available to assist with the analysis, depending on the complexity of the incident (e.g., loss causation model, 5 whys analysis, fishbone diagram, Swiss cheese model).
 - 5.3.8. Determine corrective action recommendations to prevent a reoccurrence of the hazardous incident.
 - 5.3.8.1. The corrective actions selected should address the root causes identified in the incident analysis.
 - 5.3.8.2. Consult with persons knowledgeable about, or responsible for implementing the selected corrective actions.
 - 5.3.9. Write a report containing a summary of the hazardous incident, losses and injuries, investigation findings, identified root causes, and corrective action recommendations.
 - 5.3.10. Complete and submit a hazardous incident report.
 - 5.3.10.1. For normal hazardous incident investigations, an interim or final report must be submitted to the Township CAO and JHSC within 4 days after the incident occurrence.
 - 5.3.10.2. For an investigation involving a person who is killed or critically injured at the workplace, a copy of the hazardous incident report must be provided to the MLTSD within 48 hours after the incident occurrence.
 - 5.4. Following completion of the investigation interviews, the **Township CAO** must determine if any of the parties involved in the hazardous incident should be asked to leave the workplace for a period to reflect on their role in the incident, or to recuperate following the incident.

- 5.5. The **Township CAO** is responsible to review the hazardous incident investigation report and take necessary actions, including the following:
 - 5.5.1. Promptly review and consider the investigation report to determine corrective actions and establish an implementation plan.
 - 5.5.2. Determine if disciplinary measures are necessary for contraventions of policy, procedure, qualifications, or training that have resulted in a hazardous incident, or increased the severity of injury or other losses. Other considerations may include workplace history of incidents, Township Representative position, severity of the incident, and the Township progressive discipline policy. Confidentiality must be maintained for all communications containing disciplinary measures.
 - 5.5.3. Arrange for an in-camera meeting with Township Council, and present the findings of a hazardous incident report and recommendations to council within 5 days after the incident occurred.
 - 5.5.4. Communicate results of the investigation report and implementation plan to JHSC and others who have responsibilities under the investigation report or implementation plan.
 - 5.5.5. If necessary, because of the type of injury or illness, provide additional regulatory notifications as follows:
 - 5.5.5.1. If the employer is advised that a worker has an occupational illness, or that a claim in respect of an occupational illness has been filed with the WSIB, provide notice in writing to the MLTSD and to the JHSC within 4 days of being so advised.
 - 5.5.5.2. For a non-critical injury, where a person is disabled from performing their usual work, or requires medical attention because of an accident, explosion, fire or incident of workplace violence at a workplace, send a written notice of the incident to the JHSC, and if specified by an MLTSD inspector, to the MLTSD, both within 4 days of the incident.