

POLICY II-135	Reporting of Incidents, Injury, Illness & Near misses	DOMAIN People and Teams
SLT Sponsor: Chief Human Resources Officer	Date Approved: February 24, 2020	
	Date Effective: March 2, 2020	
	Date of Next Review: March 2023	
Policy Lead(s): Manager, Health and Safety		

For further information please contact covenantpolicy@covenanthealth.ca

NOTE: The first appearance of terms in **bold** in the body of this document (except titles) are defined terms – please refer to the Definition section

Purpose Statement:

This policy outlines the expectations, roles, and responsibilities for reporting of incidents* that cause, or may cause, injury, illness, or that result in damage/loss of property. All incidents shall be reported using the Incident Reporting & Information Line at 780-342-8070 or 1-855-342-8070.

Policy Statement:

Covenant Health is committed to continually improving health and safety in the workplace. We expect our employees, physicians, volunteers, students and contractors (herein referred to as personnel) and all others acting on behalf of Covenant Health to report work or non-work related injuries, illnesses, and near misses in a timely manner – as soon as possible.

Covenant Health will adhere to standards outlined in the *Workers' Compensation Act* and the ***Alberta Occupational Health and Safety Act, Regulation and Code***.

Applicability:

This policy and procedure applies to all Covenant Health personnel.

NOTE: This policy and procedure does not apply to patients/residents as they are covered by a separate reporting process

Responsibility:

All personnel shall demonstrate compliance with this policy and procedure by ensuring that they report to their supervisor/manager or designate and the Incident Reporting and Information Line as per the Covenant Health Issue Resolution Process.

The investigator (supervisor/manager or designate) is responsible to ensure the incident investigation (sent via email notification) is completed within seven days from the date of the incident report.

The reviewer (one management level above the investigator) is responsible for reviewing and approving the incident investigation and assigned corrective actions. The reviewer may add to the corrective actions if necessary to ensure the incident does not reoccur. Reviewer sign off should occur within the seven day investigation period.

The Covenant Health Occupational Health, Safety and Wellness Department is responsible for reviewing the incident report, completing and sending WCB reports, recording incident data, compiling incident injury / illness statistics, providing assistance with incident investigation, claims

management and return to work following injury or illness, report all serious incidents* or potentially serious incidents to Alberta Labour – Occupational Health and Safety.

**Refer to Occupational Health, Safety and Wellness Program
Element 1 – Management, Leadership & Commitment**

<https://www.compassionnet.ca/HR/OHSPROGRAMELEMENT1.pdf>

Element 6 – Incident Management

<http://compassionnet.ca/HR/OHSPROGRAMELEMENT6.pdf>

Principles:

When incidents occur at a workplace it is essential for workers, supervisors, and managers to co-operate and address the incident, as per - Element 6 - Incident Management, of the Corporate Occupational Health and Safety Program.

Incident Classification/Type:

Incidents can be classified into 4 main categories:

1. Lost time – the affected worker misses time from work following the date of incident.
2. Medical Aid – the worker has received professional services by a health care practitioner but does not result in lost time beyond the date of the incident.
3. First Aid – the affected worker suffered a minor injury and the only treatment provided was first aid at the workplace.
4. Near Miss - an unplanned event that did not result in injury, illness, or damage

Within each incident classification, various types of incidents may occur at the workplace. Incident types are classified internally by Covenant Health OHS&W for tracking and trending purposes. Reportable incident types include, but not limited to:

- Musculoskeletal Injury
- Workplace Aggression/Abuse and Harassment
- Blood & Bodily Fluid Exposure (BBFE)
- Needlestick Injury
- Slips/Trips/Falls
- Security Issues
- Chemical Exposure
- Burns

Procedure:

1. **Worker reporting work related incident (non-work related incident follow b,c)**
 - a. Follow first aid and/or exposure protocols.
 - b. Notify immediate manager, supervisor or designate of the injury, illness, damage or loss, as soon as reasonably possible after the incident or before leaving the site at the end of their shift, as per the Covenant Health Issue Resolution Process.

- c. Report the incident by calling the Incident Reporting and Information Line at 780-342-8070 or 1-855-342-8070 as soon as possible.
- 2. The investigator (supervisor/manager/designate):**
- a. Conduct the incident investigation (sent via email notification).
(NOTE: Investigations must be completed within seven days of the incident being reported.)
 - b. Communicate corrective actions to all affected staff.
- 3. The incident reviewer (one management level above the investigator):**
- a. Reviews and approves the incident investigation (sent via email notification)

Definitions:

Incident – An undesired event which has the potential to or does result in an injury, illness, unintended harm to a person or property. This includes near miss incidents.

Serious Incidents - Work-related incidents that results in death of a worker, worker being admitted to hospital, the collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure, a fire or flood that causes or has the potential to cause a serious incident, and unplanned or uncontrolled explosion or the collapse or upset of a crane, derrick or hoist.

Relevant Policy and Policy Support Documents:	
A.	Policies: I-45 Medical Emergency Response
B.	Procedures: Blood and Body Fluid Exposure (BBFE) Toolkit
C.	Guidelines: Employee Incident/Injury Flow Sheet Issue Resolution Process
D.	Job aids: Investigator Resources – Video , Document Reviewer Resources – Video , Document
E.	Standards:
Keywords: Work-related incident, injury, illness	

References:

Alberta Occupational Health and Safety Act, Regulation and Code
Workers' Compensation Act

Past Revisions:

August 15, 2014
May 25, 2011