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1. Overview

York is committed to the prevention of illness and injury through the provision and maintenance of healthy and safe conditions on its premises. It is therefore critical to respond promptly to any accident where a worker may become injured or ill as a result of workplace activities.

The program supports the University’s Occupational Health and Safety policy and complies with the Ontario Occupational Health and Safety Act (OHSA) specifically relating to:

(i) identification, investigation and elimination of workplace hazards,
(ii) notification of an accident investigation to a worker member of the Joint Health and Safety Committee for injuries of a critical or fatal nature,
(iii) reporting requirements of occupational injuries/illnesses

The Accident Investigation Program is based on the internal responsibility system (IRS), where the employer, supervisor, and worker all have a role to play in health and safety. The legal duties and responsibilities, as outlined in OHSA, overlap and complement each other. The IRS is the underlying philosophy of all health and safety programs.

The supervisor is the primary person responsible for investigating all accidents. When the supervisor is unavailable, the manager, or department head should conduct the investigation. Worker members of the relevant Joint Health and Safety Committee (JHSC) should be notified by the supervisor, and jointly participate in an investigation.

2. Objectives

The objective of the Accident Investigation Program is to provide a process to respond, investigate and report accidents to minimize injuries/illnesses of workers during the course of their employment. This is achieved by identifying the underlying causes of an accident and implementing appropriate changes to minimize or eliminate the risk of recurrence. This manual will provide guidance to York employees so they may effectively respond to any such accidents involving workers, and to contribute to an overall healthy and safe work environment.

3. Program Review

The York University Accident Investigation Program shall be reviewed once every two years in consultation with the Joint Health and Safety Committees.

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1 The Occupational Health and Safety Policy is available at www.yorku.ca/secretariat/policies/
4. Abbreviations and Acronyms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>CSBO</td>
<td>Campus Services and Business Operations</td>
</tr>
<tr>
<td>DOHS</td>
<td>Department of Occupational Health and Safety</td>
</tr>
<tr>
<td>EWO</td>
<td>Employee Well-Being Office</td>
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<tr>
<td>IRS</td>
<td>Internal Responsibility System</td>
</tr>
<tr>
<td>JHSC</td>
<td>Joint Health and Safety Committee</td>
</tr>
<tr>
<td>MOL</td>
<td>Ministry of Labour</td>
</tr>
<tr>
<td>MOE</td>
<td>Ministry of Environment</td>
</tr>
<tr>
<td>OHSA</td>
<td>Occupational Health and Safety Act</td>
</tr>
<tr>
<td>SAIR</td>
<td>Supervisor’s Accident Investigation Report</td>
</tr>
<tr>
<td>TSSA</td>
<td>Technical Standards and Safety Act, Technical Standards and Safety Authority</td>
</tr>
<tr>
<td>WSIA</td>
<td>Workplace Safety and Insurance Act</td>
</tr>
<tr>
<td>WSIB</td>
<td>Workplace Safety Insurance Board</td>
</tr>
</tbody>
</table>

5. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Accident</td>
<td>A willful and intentional act, not being the act of the worker, a chance event occasioned by a physical or natural cause, and/or disablement arising out of and in the course of employment. WSIA S.2(1)</td>
</tr>
<tr>
<td>Critical Injury</td>
<td>An injury of a serious nature that, places life in jeopardy, produces unconsciousness, results in substantial loss of blood, involves the fracture or amputation of a leg or arm 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. OHSA Reg. 834 S.(1)</td>
</tr>
<tr>
<td>First Aid</td>
<td>Immediate care given to someone who is ill or injured until more advanced care can be obtained (First Aid &amp; CPR Manual, Canadian Red Cross, 2005). For self-limiting illnesses or minor injuries, further medical care may not be required.</td>
</tr>
<tr>
<td>Health Care</td>
<td>An injury that results in attention received from a recognized health care provider but does not result in time away from scheduled work nor a wage loss (WSIB, Workwell Core Health and Safety Audit Manual).</td>
</tr>
<tr>
<td>Incident</td>
<td>An accident which results in a minor injury that does not require First Aid, Health Care or Lost Time.</td>
</tr>
<tr>
<td>Lost Time</td>
<td>A work-related injury that results in the injured employee missing scheduled time from work resulting in a wage loss (WSIB, Workwell Core Health and Safety Audit Manual), but does not include the day of the accident.</td>
</tr>
<tr>
<td>Learner</td>
<td>A person who, although not under a contract of service or apprenticeship, becomes subject to the hazards of an industry for the purpose of undergoing training or probationary work. WSIA S.2(1). This includes university students in a training placement with an employer (who are not paid by the employers) as a formal part of their course or program (WSIB Policy Report, Vol.6 No.5).</td>
</tr>
</tbody>
</table>
Near Miss | An event that under different circumstances could have resulted in physical harm to an employee or damage to the environment, equipment, property and/or material (WSIB Policy Report, Vol.6 No.5).
---|---
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. OHSA S.1(1)
Supervisor | A person who has charge of a workplace or authority over a worker. OHSA S.1(1)
Worker | A person who performs work or supplies services for monetary compensation. OHSA S.1(1)

6. Training

At the end of the training session participants will know:

- What an accident is and why accidents are investigated
- How to report injuries and occupational illnesses
- The rationale behind accident investigation
- Who to include in an “accident investigation team”
- How to conduct an investigation

Training for supervisors is mandatory. OHSA training is a pre-requisite for this course, and must be taken prior to Accident Investigation training. Members of the JHSC may also enrol. Accident Investigation training is provided by DOHS. Refer to the training schedule provided on the DOHS website: [www.yorku.ca/dohs/training.htm](http://www.yorku.ca/dohs/training.htm).

7. Roles and Responsibilities

**Department of Occupational Health and Safety (DOHS)**

- Administer the Accident Investigation Program
- Liaise with external government agencies, where required
- Participate in accident investigations, where required
- Provide advice and counsel in accident response and investigation
- Provide accident investigation training
- Provide recommendations for corrective action, where required
- Follow-up on incomplete SAIRs, where necessary
Employee Well-Being Office (EWO)
- Manage compensation claims
- Liaise with healthcare providers and insurers
- Arrange and monitor work accommodations
- Provide advice and counsel on WSIB reporting
- Follow-up, for completion of Form 7, incomplete SAIRs

Health and Safety Officers (HSO)
- Assist supervisors in understanding their legislated duties and responsibilities
- Receive and review copies of SAIRs
- Provide advice on actions to eliminate or reduce hazards and address potential health and safety concerns
- Coordinate health and safety training activities within their area, as required

JHSC Worker Members
- Investigate worker membership accidents, in particular where a worker is killed or critically injured.
- Attend the beginning of testing conducted with respect to industrial hygiene, if testing is part of the investigation
- Consult on corrective actions to reduce/eliminate workplace hazards

Joint Health and Safety Committees (JHSC)
- Review summary of SAIRs
- Provide recommendations for corrective action, where required

Security Services
- Provide emergency response to the York community
- Assume control of an accident scene
- Provide first aid, if required

Supervisors
- Conduct the accident investigation
- Address workplace hazards or potential health and safety concerns
- Provide corrective action to eliminate or reduce hazards
- Notify appropriate JHSC worker member in the event of an accident/injury/illness
- Complete the SAIR
- Ensure appropriate training is provided

Workers
- Report all accidents, hazards or occupational illnesses to their supervisor
### 8. Internal Reporting Requirements

<table>
<thead>
<tr>
<th>REPORT:</th>
<th>REPORTED BY:</th>
<th>REPORTED TO:</th>
<th>FORM USED/TIME REQUIREMENT:</th>
</tr>
</thead>
</table>
| Near Miss | Supervisor | DOHS | • Complete DOHS near miss form (optional)  
• Within 7 days |
| Occupational Illness | Supervisor  
NOTE: Supervisor to notify appropriate JHSC and worker member. | EWO  
HSO  
DOHS  
JHSC | • Complete and submit SAIR, within 24 hours of worker reporting, to EWO and Area HSO  
• Provide updates as needed to EWO and DOHS  
• Within 4 days to JHSC |
| Incident, First Aid, Health Care and Lost Time, including explosion or fire causing injury. | Supervisor  
NOTE: Supervisor to notify appropriate JHSC and worker member. | EWO  
HSO  
JHSC | • Complete and submit SAIR within 24 hours of worker reporting, to EWO and Area HSO  
• Provide updates as needed to EWO and DOHS |
| Critical Injury | Supervisor  
NOTE: Supervisor to notify appropriate JHSC and worker member. | Security  
DOHS  
EWO  
HSO  
JHSC worker member | • Inform DOHS immediately by phone  
• Send SAIR form within 24 hours to EWO and Area HSO  
• Provide updates as needed. |

See Appendix III on external reporting for information.
9.  Accident Response and Investigation Procedures

9.1  Immediate Response

a.  Assess the situation:
   - For life-threatening emergencies (e.g. medical emergency, fire or explosion) Call 911, and then call Security (416-736-5333 or x33333).
   - For urgent matters (e.g. potential hazards, odours, non-life threatening medical aid required), call Security (416-736-5333 or x33333)

b.  If required, have a certified first aider provide first aid treatment. Call Security if no first aids are available.

c.  After any threat to the injured worker has been addressed, the scene is secured and the supervisor begins the investigation.

NOTE: Security should also be contacted when:
   - Critical injury is known or suspected (Security will also contact DOHS).
   - Transportation required off-campus: www.yorku.ca/hr/documents/ewb/Guidelines_Taxi_Chits.pdf
   - Other departments are affected e.g. Energy Management, Maintenance

9.2  Supervisor’s Accident Investigation Procedure

The purpose of the investigation is to identify and address all causes of the accident (i.e. immediate, underlying and root causes). Every injury should be investigated to determine loss and/or loss potential since the severity of the actual loss in each event is often a matter of a slight difference in circumstances.

a.  To perform the investigation, the following items are recommended to be kept as an accident investigation kit:

   i.  Copy of the "Supervisor’s Accident Investigation Report"
   ii.  JHSC worker member contact list: www.yorku.ca/dohs/committees.htm
   iii. Clipboard
   iv.  Pen/pencil
   v.  Paper for notes and sketches
   vi.  Flashlight (particularly if work involves entering dark/poorly lit locations)
   vii.  Tape measure
   viii. Caution or “Do Not Enter” tape
   ix.  Camera

b.  If the injured/ill worker belongs to an employee group, the supervisor must notify a JHSC worker member as early as possible in the investigation process.
c. DO NOT disturb the accident scene until the investigation is complete. In the case of a critical injury/fatality, refer to Section 9.3.

d. Gather Data:
   - Determine what happened, how it happened, where and when the accident occurred.
   - Identify witnesses for interviewing later
   - Sketch a layout of the accident scene, providing measurements where possible
   - Take pictures, as required
   - Inspect any equipment involved in accident

e. Interview as many people as necessary, such as the:
   - injured worker
   - eye-witnesses
   - those familiar with events before the accident
   - workers on other shifts
   - workers in similar jobs elsewhere in organization
   - transferred workers

f. Determine the root causes and contributing factors:
   - People
   - Equipment
   - Materials
   - Environment
   - Processes

g. Identify corrective action and assign responsibility for follow-up actions.

h. The supervisor must complete a SAIR, which details the investigation. The SAIR is then submitted within 24 hours to EWO and the Area HSO. A more detailed report can be submitted to the relevant party, if the investigation is not completed within 24 hours. See Appendix I for more details.

i. Follow up with preventative actions and recommendations. Consult with DOHS, the Area HSO, and JHSC worker members throughout the investigation process, as needed.

9.2.1 Incident

An incident is referred to as an accident which results in a minor injury that does not require first aid or is not classified as “Health Care” or “Lost Time”.

a. If a worker sustained an injury/illness, follow procedure outlined in Section 9.1 and 9.2
9.2.2 First Aid

Immediate care given to someone who is ill or injured until more advanced care can be obtained. Prevent further injury to the worker by providing first aid. A first aid accident is one that required some immediate care, but no advanced care was required.

a. Follow the general accident investigation procedure in Section 9.1 and 9.2.

9.2.3 Health Care

Health care injuries/illnesses result in attention received from a recognized health care provider, but does not result in time away from scheduled work or a wage loss.

a. Follow the general accident investigation procedure in Section 9.1 and 9.2.
b. Ensure medical attention is obtained.

9.2.4 Lost Time

A work-related injury or illness that results in an employee missing scheduled time from work, but does not include the day of the accident.

a. Follow the general accident investigation procedure in Section 9.1 and 9.2.

9.3 Critical Injury/Fatality

The Ministry of Labour (MOL) investigates accidents involving a critical injury or fatality. The supervisor and a worker member of the relevant Joint Health and Safety Committee are required to participate in the investigation. Other affected departments, such as the Department of Occupational Health and Safety (DOHS), will also investigate the accident. DOHS is responsible for reporting critical injuries to the MOL.

a. Follow the response and investigation guidelines in Section 9.1 and 9.2.
b. If a critical injury is suspected, notify Security and DOHS IMMEDIATELY.
c. Do not disturb the accident scene. Place caution tape around the surrounding area. Security may also assist in securing the scene.
d. DOHS will report the injury to the MOL and relevant JHSC worker member.

9.4 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.

a. Where an employee has been advised that they have been diagnosed with an occupational illness, contact EWO. The supervisor may be required to conduct a more detailed investigation.
9.5. Musculoskeletal Disorders (MSDs)

MSDs are the result of muscle, tendon or joint overuse and can develop gradually over a long period of time.

a. Follow the Musculoskeletal Discomfort Response Procedure to address musculoskeletal discomfort caused or aggravated by work. The procedure is available at: www.yorku.ca/dohs/ergonomics/discomfortassess.htm

10. Other Investigation Procedures

10.1 Near Miss

An event that under different circumstances could have resulted in physical harm to an employee or damage to the environment, equipment, property, and/or material.

a. Use the guidelines in Section 9 as it applies to a near miss.
b. Distribute report to appropriate individuals. A near miss reporting form (optional) may be used:

Form: www.yorku.ca/dohs/documents/NearMissReportForm.pdf

10.2 Property Damage

Property damage is reported when there is significance damage to property with a value of $200 or more. This amount is to be used as a general guideline by a supervisor, although other factors may impact the extent of the investigation.

a. Affected groups, such as Insurance and Risk Management, Security, CSBO, and department heads, must be informed of the property damage.
b. Where there is a potential of personal injury, refer to Section 9.

10.3 Fire/Explosion

a. Initiate the York University Fire Emergency Response procedures found at: www.yorku.ca/security/emergencyguides.htm
b. If a worker was injured, see Section 9.
c. If the injured worker belongs to an employee group, notify the JHSC or health and safety representative within four days of the occurrence by completing a SAIR.
d. For property damage, see Section 10.2.
10.4 Chemical Spill/Release

a. Follow the York University Chemical Spill/Fumes or Environmental Spill Emergency Response Procedures in Appendix 1 of the Laboratory Safety Manual: www.yorku.ca/dohs/documents/YU_Lab_Safety_Program.pdf
b. If a worker was injured, see Section 9.
c. Where there is a potential of personal injury, refer to Section 9.7.

10.5 Accidents off-campus

a. Report to EWO.

10.6 Learners

Investigation accidents/occupational illnesses involving a learner is the joint responsibility of the training agency and the placement employer. York University JHSCs do not represent learners. If a learner sustains an injury/occupational illness, follow the procedure outlined in Section 9.1 and 9.2.

10.7 Students

If a student becomes ill/injured while performing work-related activities, (e.g. injury while performing duties as a teaching assistant), then their supervisor must complete a SAIR. If an illness/injury/near miss occurs during school-related activities, a student incident/accident report needs to be completed. Also refer to Section 10.5. Student incident/accident reports are managed by the student’s faculty or department, who conduct accident response and investigation, which typically involves the Area HSO. This may also include consulting with Insurance and Risk Management, Student Community & Leadership Development (SC&LD), and other stakeholders.

10.8 Volunteers and Visitors

The Accident Investigation Program does not apply to volunteers or visitors. Do not complete a SAIR. Follow York University Emergency Procedure (Call 911 and Security in life threatening emergency). The relevant (if applicable) Faculty or department will need to determine the accident response and reporting procedures. This may also include consulting with Insurance and Risk Management, and the area HSO.
SUPERVISOR’S ACCIDENT INVESTIGATION REPORT

SAIRs must be completed and distributed by the supervisor to EWO and the HSO within 24 hours. This is to ensure that WSIB reporting requirements are met. EWO may contact the supervisor in addition to receiving the SAIR (e.g. if information required for WSIB reporting is incomplete). EWO will send a copy of all SAIRs to DOHS for their review. DOHS may also contact the supervisor directly for clarification or request further information regarding preventative actions. In addition, JHSCs and HSOs may contact the supervisor regarding the reported accident. Therefore, it is important that the SAIR is as complete as possible. If more information becomes available after submitting the SAIR, forward this information to the correct department:

Further follow-up on health care and lost time accidents: Send to EWO
Further follow-up on preventative actions related to any SAIR: Send to DOHS

The Supervisor’s Accident Investigation Report can be found at the following link:

www.yorku.ca/hr/documents/ewb/Supervisors_Accident_Investigation_Report.pdf
TRANSPORTATION OF ILL OR INJURED WORKERS

At the time an injury occurs, the injured worker’s employer shall provide transportation for the worker (if the worker needs it) to a hospital or a physician located within a reasonable distance or to the worker’s home. The employer shall pay for the transportation. OHSA S.38(1)

Procedures for transporting ill or injured workers can be found at:

www.yorku.ca/hr/documents/ewb/Guidelines_Taxi_Chits.pdf
Appendix III: External Reporting Requirements

Please Note: This is provided as additional information only. Refer to Section 8 for Supervisor Reporting Requirements.

<table>
<thead>
<tr>
<th>REPORT:</th>
<th>REPORTED BY:</th>
<th>REPORTED TO:</th>
<th>TIME REQUIREMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Death or Critical Injury</td>
<td>DOHS</td>
<td>MOL</td>
<td>Immediately by phone. Written report within 48 hours. OHSA S.51(1)</td>
</tr>
<tr>
<td>Disabling injury</td>
<td>EWO DOHS</td>
<td>WSIB MOL York</td>
<td>WSIB: 72 hours after employer is aware of accident. WSIA S.21(1)</td>
</tr>
<tr>
<td>(but no death or critical</td>
<td></td>
<td>Insurance &amp; Risk</td>
<td>MOL: Written notice within 4 days. OHSA S.52(1).</td>
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<tr>
<td>injury) from fire or</td>
<td></td>
<td>Management</td>
<td></td>
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<tr>
<td>explosion</td>
<td></td>
<td>Department</td>
<td></td>
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<tr>
<td>Occupational Illness</td>
<td>EWO DOHS</td>
<td>WSIB MOL</td>
<td>MOL- within 4 days after reported to Supervisor or claim is filed. OHSA S.52(2)</td>
</tr>
<tr>
<td>Lost Time or Health Care</td>
<td>EWO</td>
<td>WSIB</td>
<td>72 hours after accident reported to Supervisor. WSIA S.21(1)</td>
</tr>
<tr>
<td>Injury involving an elevator</td>
<td>CSBO via</td>
<td>TSSA</td>
<td>The elevator maintenance contractor will contact TSSA immediately, and provide a</td>
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<tr>
<td>or lifting device</td>
<td>Elevator</td>
<td></td>
<td>written report within 24 hours. TSSA S.36</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td></td>
<td></td>
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<tr>
<td>Environmental Releases</td>
<td>DOHS</td>
<td>MOE</td>
<td>Immediately.</td>
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