

Incident & Accident Investigation Procedure April 2016

Incidents & accidents will be investigated by managers. For accidents involving fatalities, critical injuries or emergency situations the Certified Worker Representative and the Certified Management Representative will conduct the investigation together. Human Resources will participate in the investigation process.

Investigators will follow these steps:

- **Access the scene**
 - Take notes, photos or sketches if appropriate, record any physical evidence to be secured.

- **Interview the Witnesses**
 - Obtain the names of any witnesses to the accident or incident.
 - Conduct interviews with the involved employee or volunteer and any witnesses. The interviews will take place as quickly as possible to ensure that information is fresh in the minds of the persons being interviewed. The interviews are to be conducted as follows:
 - ✓ Separate potential witnesses pending the interview, to prevent discussion.
 - ✓ Take the persons being interviewed to a quiet location where they will be comfortable
 - ✓ Be polite, thank them for helping you.
 - ✓ Reassure interviewees that you wish to determine facts, not lay blame. Find out what happened, not who was at fault.
 - ✓ Ask open ended questions, nothing that can be answered simply yes or no.
 - ✓ Avoid leading questions, ask what they actually saw or heard, do not provide information and ask them to confirm it.
 - ✓ Ask if they know why the incident occurred, or could recommend ways to prevent it from happening again.
 - ✓ Record the statements of the injured employee or volunteer and any witnesses
 - ✓ Thank them for their cooperation and ask if you could speak to them again if needed.
 - ✓ In the case of serious injuries or fatalities, be alert for signs that witnesses may need help for traumatic stress reactions. Advise management if concerns are identified.

- **Identify Contributing Factors**
 - ✓ It is almost always the case that incidents are caused by a number of factors and not by one single factor. To better examine the causes of the accident perform the following:
 - ✓ Talk to anyone who may have special expertise that could be relevant – e.g. equipment technicians, designers, suppliers, etc.
 - ✓ Do not settle for easy answers – look for root causes, not just immediate causes.
 - ✓ Keep asking “why this happened” not just “what happened”
 - ✓ Look for substandard or inappropriate actions and conditions
 - ✓ Look for any contributing factors as well, such as weather, lighting, lack of sleep, or anything else that may have in some way contributed to the accident or incident occurring, or to the severity of it.

- ✓ Each situation will be different. When deciding how much time and effort each investigation warrants, don't just look at what happened, look also at what could have happened. Could the results have been more serious if things had gone even slightly differently?
- **Reporting**
 - ✓ Complete the provided investigation form with as much detail as possible and attach additional pages as needed.
- **Recommendations**
 - ✓ Make any recommendations that you, the employees or volunteers, supervisors, etc. feel may help to prevent the incident from recurring. Submit to Human Resources and Senior Management.