## Flowchart - Incidents



## What to do when an employee is injured at work, experiences a near miss situation or is diagnosed with an occupational illness

When an incident occurs at work, people, paralyzed by shock, could forget to take certain initial necessary steps to address the situation. Taking these initial necessary steps in a timely manner will help with the injured; the processing of compensation claims and potentially prevent any recurrence. As soon as an injury has been reported, use the following as a guide. You will find the forms, contact information, definitions and acronyms used in this document in the reference section on page 9-10.

# **STEP 1: DURING THE EVENT**

Injured Employee

Seek first aid assistance

Visit doctor, hospital or medical center, if required

Inform manager immediatly

Report the event with SMAAT at CFMWS.com/OHS

**№** SMQQT

First Aid Attendant

Provide first aid ensuring our own safety

Secure the scene, if required

Complete first aid record located in first aid kit

Inform the manager of the injured employee immediatly

If not done by injured employee or manager, report with SMAAT at cfmws.com/OHS

NPF OHS Management Solution, SMAAT, sends a notification email of the incident to the SLER and Local HR Office. We will show green logo when the step involves SMAAT.

# **STEP 2: PRELIMINARY ASSESSMENT**

SLER

Local HR

Forward notification email to manager and

request more info if incomplete

Determine the severity

of the injury

Manager Supervisor If not done by injured employee or first aid attendant, report with SMAAT at cfmws.com/OHS

Provide info requested by the SLER and Local HR

Publication date: 2015-08-11 Last revision: 2019-04-12

#### SEVERITY A - Serious (Page 2)

- Death of an employee (even if it appears to be from natural causes);
- Permanent disabling injury of an employee, or temporary disabling injury of two or more employees from the same occurrence;
- Permanent impairment of a body function of an employee.

#### SEVERITY B - Moderate (Page 3)

- Temporary disabling injury
- Loss of Consciousness: from an electric shock or a toxic or oxygen deficient atmosphere
- Revival or other Emergency Procedure

#### SEVERITY C - Minor (Page 4)

Medical treatment provided by a health care professional, but exclude a disabling injury

SEVERITY D - Slight (Page 5)

First Aid only

SEVERITY E - Near miss (Page 5)

No injuries or damages, but had the potential for such

See STEP 3: Severity on page 3-5

Page 1 of 9

## STEP 3: SEVERITY A - Serious

- Death of an employee (even if it appears to be from natural causes);
  Permanent disabling injury of an employee, or temporary disabling injury of two or more employees from the same occurrence;
- Permanent impairment of a body function of an employee.

#### OR even if no injury is sustained

טט

- Explosion
- Damage to a boiler that results in a fire or rupture of the boiler
- Damage to an elevating device that renders it unusable

Manager Supervisor

Ensure the scene is not disturbed

Inform asap NPF OHS Office, NPF Senior Management, B/UGSO

Call within 24 hours **ESDC** Regional Office HS Officer at 1-800-641-4049

Collaborate with investigation team and share information collected prior to their arrival

Help complete the **Employer Workers Compensation Form** 

SLER

Ensure the scene is not disturbed

Invite the Local OHSC/ OHSR to participate in the investigation

Assign a competent<sup>2</sup> person to conduct the investigation and oversee

Ensure investigation report is complete and accurate

Record investigation information and corrective measures in SMAAT

טט

Complete HOIR-LAB1070

(Generate, print and collect signatures)

Email or mail within 14 calendar days HOIR - LAB 1070 to ESDC Regional Office SO, Local OHSC / OHSR, **B/UGSO** 

Local OHSC or OHSR

Participate in the investigation

Provide information to SLER for section 9 of HOIR - LAB1070

Attach a copy of submitted HOIR - LAB 1070 to the event ticket under Multimedia

Invest Lead

Conduct the investigation with participation of Local OHSC /OSHR

Create Follow-ups in

SMAAT for each form

date

Provide investigation report to SLER

Local HR required with a schedule

טט

Provide a pre-filled copy of Employee WCB form to employee and follow up as required

Complete the Employer Workers Compensation Form with the Manager and Employee if the injury requires medical care beyond first aid or results in lost time (generate, print and collect signatures)

Submit within **3 calendar days** the WCB forms to Federal Workers Compensation Services at NC-FWCS-SFIAT-CLAIMS-RECLAMATIONS-GD@hrsdcrhdcc.gc.ca

Attach a copy of submitted WCB forms to the event ticket under Follow-ups with a completion date

Contact NPF OHS Team if you have any questions

Injured Employee

Collaborate in the investigation

Complete the pre-filled copy of the Employee WCB form and give a copy to Local HR Office within 3 calendar days

(2) Competent person: In respect of a specified duty, a person who, because of knowledge, training and experience, is qualifies to perform that duty safely and properly.

**See STEP 4: PREVENT RECURRENCE** on page 6

## STEP 3: SEVERITY B – Moderate

- Temporary disabling injuries
  Loss of Consciousness: from an electric shock or a toxic or oxygen deficient atmosphere.
- Rescue / Revival or other Emergency Procedure

Manager Supervisor

Collaborate with investigation team and share information collected prior to their arrival

Help complete the **Employer Workers Compensation Form** 

SLER

Invite the Local OHSC/ OHSR to participate in the investigation

Conduct the investigation or assign a manager/ supervisor and oversee it

Ensure investigation report is complete and accurate

Record investigation information and corrective measures in SMAAT

Complete HOIR-LAB1070

(Generate, print and collect signatures)

Email or mail within 14 calendar days HOIR - LAB 1070 to ESDC Regional Office SO, Local OHSC / OHSR, B/UGSO

Attach a copy of submitted HOIR - LAB 1070 to the event ticket

under Multimedia

Local OHSC or OHSR

Participate in the investigation

Provide information to SLER for section 9 of HOIR - LAB1070

Invest Lead

Conduct the investigation with participation of Local OHSC /OSHR

Provide investigation report to SLER

Local HR

Create Follow-ups in SMAAT for each form required with a schedule date

טט

Provide a pre-filled copy of Employee WCB form to employee and follow up as required

Complete the Employer Workers Compensation Form with the Manager and Employee if the injury requires medical care beyond first aid or results in lost time (generate, print and collect signatures)

Submit within 3 calendar days the WCB forms to Federal Workers Compensation Services at NC-FWCS-SFIAT-CLAIMS-RECLAMATIONS-GD@hrsdcrhdcc.gc.ca

Attach a copy of submitted WCB forms to the event ticket under Follow-ups with a completion date

Contact NPF OHS Team if you have any questions

Injured Employee

Collaborate in the investigation

Complete the pre-filled copy of the Employee WCB form and give a copy to Local HR Office within 3 calendar days

**See STEP 4: PREVENT RECURRENCE** on page 6

## STEP 3: SEVERITY C - Minor

• Medical treatment provided by a health care professional, but excludes a disabling injury

Manager Supervisor Collaborate with investigation team and share information collected prior to their arrival

Help complete the Employer Workers Compensation Form

SLER

Inform the Local OHSC/ OHSR of the investigation Assign a manager/
supervisor to investigate

Record investigation information and corrective measures in SMAAT

Local OHSC or OHSR

Review the investigation information and corrective measures

Discuss any concerns at the Local OHS Committee meeting or directly with the SLER

Local HR

טט

Create Follow-ups in SMAAT for each form required with a schedule date טט

Provide a pre-filled copy of Employee WCB form to employee and follow up as required טט

Complete the Employer Workers Compensation Form with the Manager and Employee if the injury requires medical care beyond first aid or results in lost time (generate, print and collect signatures)

Submit within **3 calendar days** the WCB forms to Federal Workers Compensation Services at NC-FWCS-SFIAT-CLAIMS-RECLAMATIONS-GD@hrsdc-rhdcc.gc.ca

Attach a copy of submitted WCB forms to the event ticket under *Follow-ups* with a completion date

Contact NPF OHS Team if you have any questions

Injured Employee

Collaborate in the investigation

Complete the pre-filled copy of the Employee WCB form and give a copy to Local HR Office within **3 calendar days** 

See STEP 4: PREVENT RECURRENCE on page 6

# STEP 3: SEVERITY D - Slight

• First aid only

# STEP 3: SEVERITY E - Near miss

• No injuries or damages, but had the potential for such.

Manager Supervisor Inform SLER of any corrective measures required

Discuss any concerns collected during preliminary assessment with the SLER and/or Local HR Office

SLER

טט

Record any corrective measures in SMAAT

Local OHSC or OHSR

שט

Review first aid information and corrective measures

Discuss any concerns at the Local OHS Committee meeting or directly with the SLER

Local HR

No action required unless the injury requires medical care beyond first aid or results in lost time (see minor injury flow)

Injured Employee Inform manager if you seek medical care beyond first aid for this incident at any point in time

See STEP 4: PREVENT RECURRENCE on page 6

# STEP 4: PREVENT RECURRENCE - CLOSE THE LOOP

Manager Supervisor Recommend to the SLER corrective and preventive measures to be implemented

Inform the Local OHSC /
OHSR of the decision with
expected timeframe for
the implementation

Facilitate and/or implement corrective and preventive measures

SLER

Review the manager's recommendations and discuss any concerns

Upon agreement, seek approval for corrective and preventive measures from appropriate authority

טט

Update the *Correctives* tickets in SMAAT

Help implementing corrective and preventive measures

b

Upon completion, close the *Correctives* ticket

Reply to concerns raised

Local OHSC or OHSR

Ensure corrective and preventive measures are implemented

Address any concerns to SLER



Help the SLER updating Correctives tickets in SMAAT

Local HR

Facilitate discussion between Local OHSC/OHSR, SLER and Manager, if required

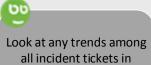
See STEP 5: BIGGER
PICTURE on page 8

# STEP 5: BIGGER PICTURE



SLER

Local OHSC or OHSR



SMAAT

Discuss options to prevent recurrence at the meeting and develop a recommendation

Upon agreement, seek approval for corrective and preventive measures from appropriate authority

## **REFERENCES**

#### **Forms**

The following forms are available on SMAAT ADMIN

- HOIR- LAB1070 Form
- Employer Workers' Compensation Board Form
- Employee Workers' Compensation Board Form

## **Contact information:**

ESDC Regional Office Safety Officer: <a href="http://www.labour.gc.ca/eng/contact/index.shtml#offices">http://www.labour.gc.ca/eng/contact/index.shtml#offices</a>

Federal Workers Compensation Services: <a href="http://www.labour.gc.ca/eng/health\_safety/compensation/federal.shtml#wco">http://www.labour.gc.ca/eng/health\_safety/compensation/federal.shtml#wco</a>

# **Definitions and Acronyms**

Competent person means, in respect of a specified duty, a person who, because of knowledge, training and experience, is qualified to perform that duty safely and properly.

<u>Disabling injury</u> means any employment injury or an occupational disease that results in either time loss, or modified duties. Disabling injuries can be either temporary (sprained wrist), or permanent (severed limb), depending on whether or not the employee is expected to make a full recovery.

ESDC: Employment and Social Development Canada

ESDC Safety Officer (SO) means a person designated as a safety officer pursuant to the Canada Labour Code, Part II, and includes a regional safety officer.

<u>First-aid</u> means the emergency care that is rendered to an injured or ill employee, customer or contractor.

HOIR: Hazardous Occurrence Investigation Report also known as LAB1070b available in SMAAT ADMIN

Incident; means an event resulting in a fatality, work injury, property damage or material loss arising out of, linked with or occurring in the course of employment.

Invest. Lead: Investigation Lead

<u>Lost time</u>: Lost time occurs when an employee sustains a work-related injury, which results in lost time from work after the day of the incident.

Near miss: A near miss, "near hit", "close call", or "nearly a collision" is an unplanned event that has the potential to cause, but does not actually result in human injury, environmental or equipment damage.

OHSC: Occupational Health and Safety Committee

OHSR: Occupational Health and Safety Representative

Other Emergency Procedures means any incident that requires emergency procedures to be implemented, such as a hazardous substance spill, bomb threat or violence prevention procedure.

**SLER**: Senior Level Employer Representative

Work injury means any injury, disease or illness incurred by an employee in the course of employment.

Workplace means any place where an employee is engaged in work for the NPF operation.