



**COMMUNITY NURSING REGISTRY OF OTTAWA
HEALTH AND SAFETY POLICIES AND PROCEDURES**

SECTION C: HAZARD RECOGNITION AND ASSESSMENT		C.1 WORKPLACE INJURY/ILLNESS REPORTING AND INVESTIGATION	
Date Issued: 12/2010	Date Revised: 05/2012	Date Revised: 04/2013	
Date Revised: 05/2014	Date Revised: 05/2015	Date Revised: 07/2016	
Date Revised: 02/2017	Date Reviewed: 07/2017	Reviewed: 10/2017	
Reviewed: 05/2018			

C.1 Workplace Injury/ Illness Reporting and Investigation

STANDARD

CNRO will investigate all work-related incidents, injuries, illnesses and near misses that occur in the offices or client workplace. The goal of the investigation will be to identify opportunities to prevent similar incidents from occurring in the future.

DEFINITIONS

Fatality: An injury that results in loss of life

Critical Injury: 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.

Disabling Injury: Any injury or lost time that results in lost time or modified duties.

Environmental Releases: An accidental discharge of a physical, biological or chemical substance into the workplace.

Fire: A fire that starts in the CNRO office space.

Investigation: The investigation may include but is not limited to the following as per the nature of the incident/injury:

- Review of the incident with the employee/employee/member, witness(s), clients or partners
- Visiting the scene of the incident as needed
- The taking of pictures, notes, measurements to describe the scene and the equipment involved.

Lost Time: A work related injury that results in the injured employee or employee/member missing scheduled time from work resulting in loss earnings.

Medical Aid: Assessment or treatment by a qualified health care provider.

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



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Occupational Illness: Means 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.

Property Damage: Property or equipment owned by CNRO or a CNRO client that is damaged by a CNRO member/employee during the course of work offered/assigned by CNRO.

Workplace Violence and Harassment: Includes Physical Force, Threats, Unwanted Sexual Advances, Bullying, Domestic Violence as per CNRO policy D.9 Prevention of Violence and Harassment in the Workplace.

INVESTIGATION TIMELINES

Type of Incident	Investigation Time Frame	Ministry of Labour Notification	Executive Director	ED notifies the Board of Directors/JHSC
Near Miss	<ul style="list-style-type: none"> Initiate investigation within 3 business days of notification 	No	Next business day	No
Medical Aid/Lost Time	<ul style="list-style-type: none"> Within 24 hours of report and submit WSIB form 7 within 72 hours. 	No	Next business day	No
Fatality	<ul style="list-style-type: none"> Initiate immediately 	Immediately	Immediately	Yes
Critical Injury	<ul style="list-style-type: none"> Initiate immediately 	Immediately	Immediately	Yes
Occupational Disease	<ul style="list-style-type: none"> Immediate upon notification 	Immediately	Immediately	Yes
Property / Merchandise Damage exceeding \$5000	<ul style="list-style-type: none"> Initiate immediately on notification 	Immediately	Immediately	Yes
Property / Damage less than \$1000	<ul style="list-style-type: none"> Initiate investigation within 3 business days of notification 	No	Next business day	No
Fire	<ul style="list-style-type: none"> Initiate immediately on notification 	Immediately	Immediately	Yes
Environmental Release	<ul style="list-style-type: none"> Initiate immediately on notification 	Immediately	Immediately	Yes

ROLES AND RESPONSIBILITIES



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Employees and members

- Will provide a verbal report of any injury, incident or near miss in a timely manner, as close to the occurrence as possible by calling the RN Coordinator who is available 24/7.
- Will complete a written incident report using the CNRO Accident/Incident Investigation Form within 72 hours.
- Participate in the investigation, making recommendations as appropriate to prevent future incidents
- Maintain open lines of communication throughout the recovery process, providing documented updates as requested.

The Nursing Coordinators will:

- Determine the nature of the injury/illness/incident and determine if medical attention is required. If medical attention is required, advise the member to obtain care from a clinic or emergency department as appropriate.
- If immediate medical attention is not required, provide the following information
 - An electronic copy of the CNRO Incident report for completion within 72 hours
 - Direction to follow up within 48 hours.
 - Direction to notify CNRO if
 - the injury doesn't resolve
 - medical attention is sought
 - there is a potential for lost time.
- If immediate medical attention is required, provide the following
 - An electronic copy of the CNRO Incident report for completion within 72 hours
 - Direction to follow up within 48 hours.
 - An electronic copy of the CNRO Return to Work Package
 - Instructions as to the use of each component of the package.
 - Information that a WSIB form 7 will be completed and their physician will need to complete a WSIB form 8, providing the CNRO with a copy of the Form 8.
- Initiate the investigation by obtaining as much detail about the incident as possible at the time.
- Ensure the employee/member is aware of the need to notify medical care providers of the work-related nature of the injury.
- Where applicable, after hours, notify the Ministry of Labour of critical incidents.
- Arrange for transportation home or to an appropriate medical facility as needed
- Notify the Executive Director as per the investigation timeline table.
- Immediately notify the Executive Director for Critical Incidents or Injuries as defined by this policy.

The Executive Director will;

- Follow-up with the employee/member to obtain an update on their condition and if the employee/member is able, to review the circumstances of the incident.
- Ensure the employee/employee/member understands their responsibilities in reporting and maintaining open lines of communication.
- Follow-up with any witnesses, obtaining and recording any witness statements.
- The incident, the degree of injury and the contributing factors will determine if the witness interviews are obtained in the client environment or over the phone.
- Confirm the Ministry of Labour was notified or will notify the Ministry of Labour as appropriate



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- Work collaboratively with the Coordinators, JHSC and Employee/member(s) to determine cause and take corrective action where appropriate.
- Document any actions and outcomes of the investigation and maintain these notes as part of the employee/employee/member HR file.
- Complete WSIB Form 7 as appropriate.
- Offer modified work as applicable and appropriate.
- Maintain the Accident Investigation Tracking Log to ensure all steps of the process are followed.
- Maintain ongoing communication with the employee/member throughout the recovery process.
- Include a report of the incident and findings in the quarterly reports to the Board of Directors, identifying any trends that are apparent.

Joint Health and Safety Committee:

- An employee/member shall participate in all injury/incident investigations
- At each meeting review of all injury/incident reports, analyze information and make recommendations to reduce recurrences.

INVESTIGATION PROCEDURE:

Step 1: Immediate Action

- Providing first aid/medical aid for injury occurring in the office. Provide advice regarding the need for medical assessment and care as appropriate to the situation.
- Calling for emergency help (e.g., fire department, ambulance) if the employee or employee/member requires more than first aid.

Step 2: Gather Evidence

- Obtain the employee/employee/member's impression of the circumstances that led up to and/or resulted in the injury or near miss.
 - Obtain witness impressions of what occurred for incidents occurring in client environments.
 - Document and maintain a copy of the investigation and findings on the employee/employee/members HR record.
 - Assess the scene and obtain witness statements for incidents that occur in the office environment using pictures, sketches, measurements as necessary to define the scene.
 - Obtain witness confirmation when possible for incidents that occur in a client environment.
 - Identify contributing factors/root cause and develop and implement an action plan to reduce the potential for reoccurrence.

Step 3: Recommendations

- The RN Coordinators and the involved member(s) in collaboration with the Membership Coordinator will provide recommendations to reduce the risk of similar incidents.
 - Recommendations should
 - Address root cause



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- Specify who, what, where, when, how
- The Executive Director will review and act on these recommendations, including a review of the Hazard Assessment to ensure it remains and updated with any new recommendations.

Step 3: Summary of Findings and Recommendations

- Summarize the findings of the investigation and report these findings to the JHSC and Board of Directors at the next scheduled meeting.
- Monitor the implementation to ensure the recommended changes have been actioned on an ongoing basis.

Step 5: Communication

- Communication of recommendations/changes in practice will occur via email to employee/members working in a related client environment within 7 business of the development of recommendations.
- Communication to all employees working in the office environment will occur via email. Communication directed to the RN Coordinators will be placed in the communication book in addition to the email communication.
- Ministry of Labour reports and findings, in the event of critical incident, will be posted on the Health and Safety Board.

TRAINING

Training will occur as per CNRO policy A.5 Health and Safety Training.

The effectiveness of training will be evaluated through the application of this policy and the investigations that occur.

Evaluation/Accountability:

An annual performance review of the employees to measure each of the above listed responsibilities will be performed by the Executive Director.

ADDITIONAL REFERENCES

CNRO policy D.6 Prevention of Workplace Violence and Harassment.

C.1.1 Incident Report – Member Statement

C.1.2 Incident Report – Office Report