 CONESTOGA <small>Connect Life and Learning</small>	Approved by: ACC
	Authorizer: Director, Safety and Security
	Effective Date: October 4, 2011
Procedure Title: INCIDENT RESPONSE AND REPORTING	

1.0 **PROCEDURE STATEMENT**

The purpose of this procedure is to clarify and formalize the guidelines to be followed for reporting incidents, conducting investigations, identifying causation factor(s) and developing and implementing corrective actions.

2.0 **SCOPE**

This procedure applies to everyone in the Conestoga community including employees, contractors, visitors and students.

The following categories of injuries and illnesses will be reported, regardless of the nature or severity of the event.

- Fatalities
- Critical injuries
- Lost time injuries
- Health Care (medical aid)
- First Aid
- Property damage
- Near miss
- Fire / explosion
- Environmental release (e.g. spills)
- Occupational illness

3.0 **DEFINITIONS**

a) **Incident**

An unplanned event that results in or could result in, an injury, fatality, or damage/destruction of equipment, property or the environment.

b) **Near Miss**

An incident that does not result in an injury.

c) **Cause**

An event, situation, or condition which results, or could result, directly or indirectly, in an accident or incident.

d) **Root Cause**

The primary cause of an accident or incident.

e) **Critical Injury**

An injury of a serious nature which:

- (a) places life in jeopardy
- (b) produces unconsciousness
- (c) results in a substantial loss of blood
- (d) involves the amputation of a leg, arm, hand or foot but not a finger or toe.
- (e) consists of burns to a major part of the body
- (f) causes the loss of sight in an eye


f) **Injury**

An event that results in physical harm to a worker

g) **First Aid Injury**

An injury or illness that does not require professional medical attention beyond one-time treatment or care by a first-aider, including, but not limited to:

- (a) cleaning minor cuts, scrapes or scratches
- (b) treating a minor burn
- (c) applying bandages and/or dressings
- (d) applying a cold compress, cold pack, or ice bag
- (e) applying a splint
- (f) changing a bandage or dressing during a follow-up observation visit.

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h) Medical Aid Injury

An occupational injury or illness that requires professional skills of a health care practitioner (e.g. Doctor, nurse, chiropractor or physiotherapist), and services provided at hospitals and health facilities, and an injury or illness that requires prescription drugs.

i) Lost Time Injury

An occupational injury or illness which results in a person being absent from work, anytime after the day on which the incident occurred.

j) Occupational Injury

Damage to a part of the body arising out of and in the course of employment. An injury usually results from a single contact with an object or source of energy causing a cut, sprain, strain, bruise, fracture, burn, amputation, etc.

k) Illness:

A deviation from normal, healthy, state of the body

l) Occupational Illness

"The condition that results from exposure in the workplace to a physical, chemical, biological agent to the extent that the normal physiological mechanisms are affected and the health of the worker is impaired...". An occupational illness can either be **acute**, meaning immediate symptoms or **chronic**, meaning developing over a period of time. Some examples of occupational illnesses include noise induced hearing loss, tendonitis, asbestosis, etc.

m) Supervisor:

Each worker of Conestoga who has charge of a place of work or learning or authority over a worker or student.

4.0 RESPONSIBILITIES

4.1 Workers/Students:


- A worker who sustains an injury or becomes ill as a result of workplace conditions or work activity must report the injury or illness to their Supervisor or designate immediately.
- If a student sustains an injury on campus they must report it immediately to a Faculty member or Security Services.
- If due to illness or injury a worker/student is unable to report it, it is the responsibility of another worker/student to report it immediately to a Supervisor or Faculty.
- A worker or student who sustain an injury must assist in the completion of the Incident Report Form (*OSF-003*) found on the Conestoga website under Student Services/Occupational Safety/Forms.

4.2 Supervisors/Faculty:

- The Supervisor/Faculty member upon being notified of the injury or illness, shall,
- promptly ensure that first aid is provided, subsequent medical treatment, or additional rescue is given if necessary.
- Investigate all reported incidents immediately following the event.
- Contact Security Services for a critical injury or when 9-1-1 is called.
- Complete OSF-003 Incident Report Form and forward to the Occupational Safety Office **no later than 1 full working day after the incident.**

4.3 Joint Occupational Health and Safety Committee (JOHSC) Members:

- A Union Certified member must participate in the investigation of all critical injuries.
- JOHSC Members can also assist supervisors and other employees in the investigation of incidents and the development of corrective actions.

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4.4 Occupational Safety Office:

- Reviews all Incident Report Forms to determine if a more detailed investigation is required.
- Provides direction, support and feedback to supervisors/faculty and staff.
- Communicates all critical injuries and lost time injuries greater than 5 days to the Director of Safety and Security as well as the Academic Coordinating Committee.
- Communicates and completes all forms necessary to any governing bodies as required (e.g. WSIB, MOL, MOE etc.)

4.5 Visitors/Contractors:

- Report all incidents to their Conestoga College site contact.
- Assist in the completion of the Incident Report (*OSF-003*)
- If unable to report incident to Conestoga site contact, report to Conestoga Security Services, who will advise the Occupational Safety Office.

4.6 Security Services:

- Administer or assist with administering first aid treatment as needed.
- Assist by contacting emergency vehicles and meeting them outside the building and directing them to the injured person.
- Report occupational injuries/illnesses to the Occupational Safety Office.
- Conduct occurrence investigation.

4.7 First Aid Responder


- Upon being informed of an injured or ill worker/ student/ visitor, a qualified first aid provider will go to the first aid station, first aid room or respond to injury location and administer appropriate treatment.
- As necessary, the first aid responder will assist in ensuring that an injured or ill worker receives subsequent medical attention as required.

5.0 INCIDENT RESPONSE PROCEDURE

5.1 Attend to Injured Person:

Depending on the severity of injuries, obtaining assistance for injured person(s) may include:

1. Calling 9-1-1 (or 9-911 from College phone) directly from the injury location to obtain emergency medical services. Any employee who calls 9-1-1 should:
 - Provide clear information concerning the injury and the exact location of the injured person.
 - Inform Security Services (where available) or Campus Administration that emergency services has been contacted.
 - Ask others or Security Services (where available) to assist by meeting the emergency vehicles outside the building and directing them to the injured person.

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2. Contact college staff trained in First Aid to treat injured person (s), as follows:

CONTACT NUMBERS

DOON		
Security Services	519-748-5220 ext. 3357	24 hours/day
CAMBRIDGE		
Security Services	519-748-5229 ext.4557 or 226-218-2716	24 hours/day
WATERLOO		
Security Services	519-885-0300 ext. 5357	8 AM - Midnight Mon-Fri, 24 hours on weekends
Switchboard – Campus Administration Office	519-885-0300 ext. 5273	During regular daytime hours
GUELPH		
Security Services	519-824-9390 ext.6357	8 AM - Midnight Mon-Fri, 24 hours on weekends
Switchboard – Campus Administration Office	519-824-9390 ext. 6100	During regular daytime hours
STRATFORD		
Switchboard – Campus Administration Office	519-271-5700 ext. 0	During regular daytime hours

- For smaller college locations, certificates of qualified First Aiders shall be posted near the first aid kit.

5.2 Arranging non-emergency transportation to a medical office, clinic or hospital.


- Injured persons should not drive themselves unless the injury is very minor. If their condition is stable they may go with a volunteer or taxi driver. If their condition is unstable (or could change) a second person should accompany the injured person and driver during the trip.
- Taxi vouchers may be obtained from Doon Health Services, Occupational Safety, or Security Services offices, the Guelph or Waterloo Campus Administration offices, or Cambridge Downtown Campus staff trained in first aid. At Stratford, a taxi is usually unnecessary as the hospital is in close proximity to the campus.

5.3 First Aid or Medical Aid for Students in classrooms

- Workers in charge of a class at the time of an injury should always dismiss students in cases where emergency medical services will be arriving. Otherwise, judgment should be used in this regard considering that students should not be left without supervision in a college shop, lab or other hazardous area.
- Any witnesses or persons involved with the incident should be directed to a safe location and be present for investigation purposes.

5.4 Injured Person Refusing Medical Treatment and/or EMS Transportation

- Adults (18 or over) can refuse treatment and transport to a medical facility as long as it is explained to them that there could be further damage if not seen by a medical professional or symptoms may get worse if left untreated. They should also meet the following criteria for refusing care:
 - Is an adult (18 or over)
 - Is oriented to person, place, time and situation
 - Exhibits no evidence of;
 - Altered level of consciousness

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- Alcohol or drug ingestion that impairs judgment
- Understands the nature of the medical condition, as well as the risks and consequences of refusing care.
- If an illness or injury occurs at Conestoga and the injured person does not want an ambulance, all the criteria factors must be verified by First Aid Responders before making a decision. The injured person must also sign a Refusal of Care Form releasing any liability or medical claims resulting from the refusal of medical care/transport offered.
- If an Ambulance or EMS was called on-site and the injured person still refuses care/transport, EMS will have their own refusal of care form that must be signed.

5.5 Critical Injury Reporting or injury/illness resulting in death

- Notify Security Services (Doon, ext. 3357) immediately by telephone
- Isolate the accident scene, or ask Security Services to do so
- Ensure the accident scene is not disturbed (with the exception of actions necessary to save life and /or relieve human suffering or to prevent unnecessary damage to equipment or property) until permission is given to do so.
- The Occupational Safety Office must be notified immediately of this injury type, and will notify the Ministry of Labour call center of a critical injury.
- Occupational Safety Office will notify the Co-chairs of the local JOHSC and meet the Ministry of Labour Inspector and conduct the investigation.
- Occupational Safety Office will contact the President of the appropriate OPSEU local immediately.


6.0 INVESTIGATION PROCEDURE

- Additional follow-up and investigation is required for all medical aids, lost time accidents, near miss incidents, incidents of property damage and any increase in accident trends.
- The Investigation Process may include:
 - a) Securing the scene;
 - b) interviewing witnesses and people involved;
 - c) identifying contributing factors – i.e. equipment, material, environment, process, people etc.;
 - d) recommendations for corrective action.

7.0 INCIDENT REPORTING

7.1 Incident Report Form

- The Incident Report Form has been designed to ensure compliance with Workplace Safety and Insurance Board and Ministry of Labour Regulations, which require reporting an occupational injury or disease within 24 hours of the occurrence. The information requested on this form will be used by the Occupational Safety Office for the completion of any outside agency reporting requirements.
- The Incident Report Form is found on the Occupational Safety Conestoga webpage and shall be completed by the Supervisor of the employee or Faculty member in charge of the student at the time of injury or illness and submitted to the Occupational Safety Office within 24 hours of the incident.
- If circumstances prevent the completion of the Incident Report Form within 24 hours of the

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incident. Please contact the Occupational Safety Office via phone or email and provide as much information as possible about the incident.

7.2 Recommendations

- Identify corrective actions to all the contributing factors.
- Assign responsibility for corrective actions with details on what has been done, who has completed the actions and when the actions were completed.

8.0 TRAINING

All Conestoga employees will be trained on this procedure through employee orientation and other on-going communication methods.

9.0 RELATED DOCUMENTS

- OSP-002 - Statement of Responsibilities
- OSF-003 - Incident Report Form
- Safety & Security Procedure 26 – Response to a death or critical injury
- OSF-028 - Refusal of Care Form

10.0 REVISION HISTORY

Revision Date	Summary of Changes
May 6, 2010	Policies and Procedures Committee – Approved
May 12, 2010	Academic Coordinating Committee - Approved
May 12, 2010	Revised information to match new Incident Report Form and put into document format with document header.
October 4, 2011	Revised Contact Number table and added Cambridge Campus