



Document #: I-RD01	 Winnipeg Regional Health Authority Office régional de la santé de Winnipeg	Operational Procedure (OP) Status: Version 7.0 Revised: May 2024 Owner: Occupational and Environmental Safety and Health (OESH)
Title: Report and Investigation of Incidents, Work Related Injuries, Illnesses and Near Misses (Injury/Near Miss Form Process)		Page 1 of 8

Purpose	In keeping with the Winnipeg Regional Health Authority’s commitment to providing a safe and healthy workplace as noted in the WRHA Workplace Safety and Health policy (20.10.030), the following Operational Procedure has been developed to ensure a process for reporting, documenting, investigating and providing corrective action for all incidents, work related injuries/illnesses and near misses is in place for all staff, volunteers, physicians and students in the Workplace.
Background	This OP supersedes Report and Investigation of Incidents, Work Related Injuries, Illnesses and Near Misses (Injury/Near Miss Form Process) Operational Procedure dated February 2018.


1.0	<u>GUIDING PRINCIPLE</u>
1.1.	The INM Process is the reporting method for work related incidents including but not limited to: <ul style="list-style-type: none"> • Incidents with physical effects • Incidents which affect mental health • Incidents of violence, aggression and responsive behaviours • Incidents involving needlestick injuries or blood and body fluid spills and splashes • Incidents where a worker is exposed to an infectious material • Any occurrence of an occupationally transmitted infection or infectious disease • Near miss
1.2.	This operational procedure is also designed to: <ul style="list-style-type: none"> • Ensure worker participation in the investigation of incidents, work related injuries/illnesses and near miss. • Enable standardized, detailed and accurate data collection for internal and external reporting (including Workers Compensation Board claims) and statistics throughout the region. • Provide a method to identify and document direct and indirect causes and recommended corrective action. • Direct staff and managers to other groups who may need to be notified of injury/near miss incidents. • Ensure that when followed the minimum requirements of Manitoba Workplace Safety and Health and Workers Compensation legislation is complied with and where possible exceeded.
1.3.	As with all matters relating to the Safety and Health of workers the Workplace Safety and Health Committee should be consulted for their input.

2.0	<u>DEFINITIONS</u>
2.1	<u>Act (The Act and Regulation):</u> The Workplace Safety and Health Act W210 and Regulation of Manitoba.
2.2	<u>Directors/Managers/Supervisors/Lead:</u> Means a person who has charge of a workplace or authority over a worker.
2.3	<u>Employer:</u> 2.3.1 Every person who, by himself or his agent or representative employs or engages one or more workers, and 2.3.2 The Crown and every agency of the government.

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2.4	Incident: a preventable, unplanned, work-related event or exposure or series of events/exposures that resulted in personal harm or damage to things.
2.5	Lost Time Incident: occur when a worker sustains a work-related injury/illness which results in lost time from work past the day of the accident.
2.6	Near Miss: a preventable, unplanned, work-related event or exposure or series of events/exposures that could have resulted in personal harm or damage to things but did not.
2.7	OESH: The Occupational and Environmental Safety and Health Department of the Winnipeg Regional Health Authority.
2.8	Serious Incident: is defined as one <ul style="list-style-type: none"> • in which a worker is killed; or • in which a worker suffers: <ul style="list-style-type: none"> ○ an injury resulting from electrical contact, ○ unconsciousness as the result of a concussion, ○ a fracture of his or her skull, spine, pelvis, arm, leg, hand or foot, ○ amputation of an arm, leg, hand, foot, finger or toe, ○ third degree burns, ○ permanent or temporary loss of sight, ○ a cut or laceration that requires medical treatment at a hospital ○ asphyxiation or poisoning, <p>OR that involves:</p> <ul style="list-style-type: none"> • the collapse or structural failure of a building, structure, crane, hoist, lift, temporary support system or excavation, • an explosion, fire or flood, an uncontrolled spill or escape of a hazardous substance, or • the failure of an atmosphere-supplying respirator. <p>Serious Incidents are indicated by a double asterisk beside the type of injury/exposure on the paper INM Form.</p>
2.9	Work Related Injury/Illness – means any event or exposure at the workplace that causes an adverse health affect to a worker.
2.10	Worker: 2.10.1 Any person who is employed by an employer to perform a service whether for gain or reward or hope of gain or reward or not. 2.10.2 Any person engaged by another person to perform services, whether under a contract of employment or not <ul style="list-style-type: none"> 2.10.2.1 who performs work or services for another person for compensation or reward on such terms and conditions that he is, in relation to that person, in a position of economic dependence upon that person more closely resembling the relationship of any employee than that of an independent contractor, 2.10.2.2 and who works or performs services in a workplace which is owned or operated by the person who engages him to perform services, 2.10.3 Any person undergoing training or serving an apprenticeship at an education institution or at any other place.
2.11	WCB: Workers Compensation Board of Manitoba

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2.12	Workplace: Any building, site, clinical unit, workshop, mobile vehicle, client home or any other premises or location whether indoors or outdoors in which one or more Workers, or self-employed persons are engaged in work.
2.13	Workplace Safety and Health Committee: A committee for Workplaces where at least 20 of the Employer's Workers are regularly employed as established under Section 40 of the Workplace Safety and Health Act.
2.14	Workplace Safety and Health Representative: A Representative for Workplaces where five (5) or more Workers but less than twenty (20) Workers are regularly employed as established under section 40 of the Workplace Safety and Health Act.

3.0	<u>OPERATIONAL PROCEDURES</u>
3.1	All sites/programs shall follow an Injury/Near Miss reporting procedure (call in OR paper process). Components of the procedure shall include: <ul style="list-style-type: none"> 3.1.1 Training required 3.1.2 Completion of the call-in process/form 3.1.3 Distribution of the information gathered through the call-in process/form (OESH, Manager/Director) 3.1.4 Direction to other groups both internal and external who may need to be notified or additional reporting requirements. 3.1.5 Direction to the involved worker in the event of first aid, medical attention, lost time and modified duty/return to work programs.
3.2	The worker who was involved in the injury/near miss shall report immediately to their supervisor and complete the appropriate Injury/Near Miss process as designated in Appendix A and outlined in Appendix B or C before leaving the jobsite where possible.
3.3	The supervisor of the person reporting the incident shall direct the worker to follow the appropriate Injury/Near Miss process as designated in Appendix A and outlined in Appendix B or C.
3.4	The supervisor and worker involved in the injury/near miss shall conduct a thorough investigation of the incident within 24 hours and complete the investigation portion of the injury/near miss and submit it as per the site/program procedure. <ul style="list-style-type: none"> 3.4.1 Serious Incidents must be investigated by the co-chairs of the Workplace Safety and Health Committee or their designates. 3.4.2 Incidents requiring medical attention, lost time or that had the potential to cause a Serious Incident are to be investigated by the co-chairs of the Workplace Safety and Health Committee or their designates.
3.5	The Department Manager/Director of the person reporting the incident shall ensure that the preventive/corrective measures have been implemented and completed. Complete "Corrective/Preventive Measure – Plan of Action and Completion Plan", sign off and submit it as per the site/program procedure.
3.6	The person reporting the incident shall keep the site/program and OESH up to date in the event of medical attention or lost time as per the site/program procedure. <i>Note: this includes date of return to work</i>
3.7	In case of an incident giving rise to a claim for compensation (i.e. medical attention or lost time), the employer of the worker shall, within five business days <ul style="list-style-type: none"> (a) from the day upon which the worker reports the occurrence to the employer; or (b) from the day the employer otherwise learns of it; whichever day is earlier, report the accident and the injury resulting therefrom to the Workers Compensation Board. <i>Note: this is the submission of the Employer Report which is submitted by OESH.</i>


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3.8	If requested by a committee or a representative, OESH must provide the investigation report including corrective action.
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4.0	<u>RESPONSIBILITIES</u>
4.1	Employer 4.1.1 Act in accordance with the objectives and purposes of the Act by ensuring, so far as is reasonably practicable, the safety, health and welfare at work of all his workers, and complying with the Act and regulations. 4.1.2 Ensure that all workers, and particularly supervisors, foremen, chargehands, or similar persons, are acquainted with any safety or health hazards that may be encountered by the workers in the course of their service and that workers are familiar with the use of all devices or equipment provided for their protection.
4.2	Facility/Program Executive Team 4.2.1 Assign responsibilities to Directors/ Managers/ Supervisors within the facility/program to ensure the implementation of this operational procedure. 4.2.2 Ensure resources (information, training, tool, equipment and time) are available to provide/maintain effective implementation. 4.2.3 Support the Operational Procedure throughout the facility/program. 4.2.4 Ensure that any work-related injury or illness of a worker in the course of the worker's work is promptly recorded and that the records are retained for five years from the date the record is made.
4.3	Directors/Managers/Supervisors 4.3.1 Ensure compliance with all aspects of the regulations. The department director is responsible for ensuring that their area of responsibility complies with all aspects of the regulations and this operational procedure. 4.3.2 The area manager or supervisor will ensure the Work-Related Injury/Near Miss process is completed for all workplace incidents, injuries or near misses including investigation and corrective action/plan of action. 4.3.3 The area manager/ supervisor or designate will immediately notify and provide the following information related to Serious Incidents : 4.3.3.1 the name and address of each person involved in the incident; 4.3.3.2 the name and address of the employer, and if any person involved in the incident is employed by another employer, the name and address of that other employer; 4.3.3.3 the name and address of each person who witnessed the incident; 4.3.3.4 the date, time and location of the incident; 4.3.3.5 the apparent cause of the incident and the circumstances that gave rise to it To 4.3.3.6 Site/Program OESH during normal office hours AND 4.3.3.7 After normal working hours, Manitoba Labour and Immigration - Workplace Safety and Health Branch at 1-855-957-SAFE (7233) (toll-free in Manitoba) or 204-957-SAFE (7233) (in Winnipeg) and Select 'Option 1', and 4.3.3.8 the co-chairs of the Workplace Safety and Health Committee


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	<p>4.3.4 In the event of a Serious Incident/injury/near miss, the area manager or supervisor will ensure that the area is protected and equipment or materials involved in the incident or injury are not moved until the investigation is completed, unless it is necessary to release an injured person or to avoid creating additional hazards.</p> <p>4.3.5 The manager/supervisor will ensure workers who require it receive medical attention as per the site/program procedures.</p> <p>4.3.6 Where medical treatment and lost time are required, notify OESH immediately of any updates.</p> <p>4.3.7 The manager/supervisor will ensure that where a worker is injured in an accident and is unable to work during any part of the day of the accident, the worker will be paid wages and benefits for the day of the accident as if the accident had not occurred.</p> <p>4.3.8 The Department Manager/Director of the person reporting the incident shall ensure that the preventive/corrective measure have been implemented, completed and communicated.</p>
4.4	<p>Workers</p> <p>4.4.1 Staff shall immediately notify the area manager or supervisor.</p> <p>4.4.2 Attending staff will summon help if needed and ensure that anyone who is injured/ill receives medical treatment as per the site/program procedure.</p> <p>4.4.3 Complete the Work-Related Injury/Near Miss process and participate in the investigation of the incident including suggesting appropriate corrective action.</p> <p>4.4.4 Notify the site/facility and OESH of any medical attention or missed time from work (including date of return) due to the work-related injury /illness as per the site/program procedure.</p> <p>4.4.4.1 Report the injury to WCB if medical attention is sought or time is missed from work through one of the methods found here https://www.wcb.mb.ca/hurt-at-work-how-to-report-an-injury . <i>Note: this is the submission of the Worker's Report.</i></p>
4.5	<p>Workplace Safety and Health Committee</p> <p>4.5.1 Consult with the facility/site/program on the development and implementation of this operational procedure.</p> <p>4.5.2 Review and monitor the effectiveness of this operational procedure.</p> <p>4.5.3 Management and worker co-chairs of the Workplace Safety and Health Committee (or designates) will participate in the investigation of all Serious Incidents.</p> <p>4.5.4 Management and worker co-chairs will either investigate incidents that result in medical attention, lost time or had the potential to cause a Serious Incident or designate the investigation to the following:</p> <p>4.5.4.1 Manager and worker (regular INM process)</p> <p>4.5.4.2 Another committee member</p> <p>4.5.4.3 Other individual deemed appropriate (for example worker familiar with the process which resulted in the incident)</p> <p>4.5.5 The Workplace Safety and Health Committee will review non-identifying information related to workplace incidents/injuries and near misses as part of their regular meeting agenda from the report supplied by OESH.</p>
4.6	<p>OESH Department</p> <p>4.6.1 Consult with the facility/site/program on the development and implementation of this operational procedure.</p> <p>4.6.2 OESH will review all work-related injury/near miss forms upon receipt.</p> <p>4.6.3 OESH will submit the Employer's Report to the WCB for incidents which require medical attention or time missed from work.</p>


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	<p>4.6.4 OESH will notify co-chairs of the Workplace Safety and Health Committee of all incidents that resulted in medical attention, lost time or had the potential to cause a Serious Incident.</p> <p>4.6.5 OESH will send incomplete reports back to the department manager/supervisor for completion.</p> <p>4.6.6 Provide reports to the Workplace Safety and Health Committee which contain the following information</p> <p>4.6.6.1 Summary Report of</p> <p>4.6.6.1.1 number of INMs received during period broken down by</p> <p>4.6.6.1.1.1 reporting type (lost time, medical, report only).</p> <p>4.6.6.1.1.2 Incident type (i.e. patient handling, violence, slip trip fall)</p> <p>4.6.6.2 Detailed information of INMs received during period which includes</p> <p>4.6.6.2.1 Department, reporting type, job title, description of incident, direct cause and corrective action.</p> <p>4.6.7 For serious workplace incidents the designated OESH representative will:</p> <p>4.6.7.1 Immediately notify Manitoba Labour and Immigration - Workplace Safety and Health Branch of the information specified in 4.3.4 if the area manager/supervisor or designate has not already done so.</p> <p>4.6.7.1.1 If it is discovered that information provided was inaccurate or incomplete immediately notify the branch of the correct or complete information.</p> <p>4.6.7.2 Assist the co-chairs of the Workplace Safety and Health Committee in the investigation of all Serious Incidents using the OESH Serious Incident Investigation Template.</p> <p>4.6.7.3 Send completed Work-Related Injury/Near Miss Form and OESH Serious Incident Investigation to Manitoba Labour and Immigration - Workplace Safety and Health Branch with copies to the co-chairs of the Workplace Safety and Health Committee.</p>
4.7	<p>Contractors</p> <p>4.7.1 Contractors who are contracted to perform work for the site/program must report all serious accidents/injuries/ near misses that occur to their employees to Manitoba Labour and Immigration - Workplace Safety and Health Branch.</p> <p>4.7.2 When a serious accident/ injury/near miss occurs to an employee of a contractor on site/program property, the contractor will provide confirmation in the form of a written statement, that the accident has been reported to Manitoba Labour and Immigration - Workplace Safety and Health Branch. The confirmation will be sent to the Co-Chairs of the Workplace Safety and Health Committee and to site/program OESH.</p>

5.0	<u>TRAINING REQUIREMENTS</u>
5.1	The training program must be workplace specific, effective and updated every three years or when changes which may affect the procedure are introduced in the workplace.
5.2	All staff need to be informed of their rights and responsibilities related to this operational procedure at orientation.
5.3	All staff who will use the Injury Near Miss Process must receive training on the process. Staff must understand the importance of reporting incidents, injuries and near misses. They must be advised of the detail required when reporting these incidents.
5.4	Managers/Supervisors and members of the Workplace Safety and Health Committee must receive training to ensure they understand their role. Reports from staff must be received and documented. They are required

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	to receive, investigate and document reports from staff. They must discuss and develop solutions for the situation in collaboration with the worker.
5.5	Managers and Directors must receive training of their roles and responsibilities. They must develop and implement corrective actions in a timely manner.
5.3	All training must be documented. Records must be kept as required by the Workplace Safety and Health Act and Regulations. Facility/program/department is responsible for the maintenance of documents.
5.4	Retraining will be offered if required or upon request
6.0	<u>REFERENCES</u>
6.1	Legislation Manitoba Laws - W210 The Workplace Safety and Health Act https://web2.gov.mb.ca/laws/statutes/ccsm/w210.php?lang=en Consolidated WSH Act and Regulation – Province of Manitoba https://www.gov.mb.ca/labour/safety/pdf/whs_workplace_safety_act_and_regs.pdf Government of Manitoba: The Workers Compensation Act W200 https://web2.gov.mb.ca/laws/statutes/ccsm/w200.php?lang=en
6.2	WRHA Policy and Operational Procedures WRHA Policy 20.20.030 Workplace Safety and Health https://policies.wrha.mb.ca/human-resources/#111-143-workplace-safety-health WRHA OESH Operational Procedure – Workplace Safety and Health Committees https://professionals.wrha.mb.ca/old/professionals/safety/files/Safety/2016.04.29OP-HealthandSafetyCommittees.pdf
7.0	APPENDIX: all are found here https://professionals.wrha.mb.ca/safety/injury-near-miss/
	Appendix A: SDO INM Process - List of Method of Reporting (paper or call in) Appendix B: Injury Near Miss (INM) Event – Standard Operating Procedure for initial Event Reporting by PAPER PROCESS Appendix C: Injury Near Miss (INM) Event – Standard Operating Procedure for initial Event Reporting by CALL IN PROCESS Appendix D: Manager/Supervisor Responsibilities and Procedures Work Related Injury or Illness - Absence from Work Appendix E: Employee Responsibilities and Procedures Work Related Injury or Illness – Absence from Work
8.0	OPERATIONAL PROCEDURE CONTACT
	Regional Director, Occupational and Environmental Safety and Health, Winnipeg Regional Health Authority

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Appendix A: SDO Process Listing

Employee of	Injury/Near Miss Process
Cadham Labs Concordia Hospital / Concordia Place Mental Health and Addictions Services (AFM) Regional Distribution Facility Selkirk Mental Health Centre Shared Health Services (Within Winnipeg) WRHA Community / Corporate	Call In Process Call the Injury Near Miss Intake Line at (204) 940-8482 They will take your report over the phone
Health Sciences Centre Churchill Health Centre Middlechurch Home of Winnipeg Pan Am Clinic River Park Gardens Golden West	Paper Process Complete INM Form and submit by Email: inmintake@wrha.mb.ca
Deer Lodge Centre	Paper Process Complete INM Form and submit by Email: OESH_DLC@wrha.mb.ca Fax: (204) 831-2918
Grace General Hospital	Paper Process Complete INM Form and submit by Email: OESHGGH@wrha.mb.ca Fax: (204) 943-0237
Seven Oaks General Hospital	Paper Process Complete INM Form and submit by Email: OESHSOGH@wrha.mb.ca Fax: (204) 694-0479
Victoria Hospital	Paper Process Email: OESHVGH@wrha.mb.ca Fax: (204) 477-3449